



LOCAL GOVERNMENT UNIT OF
SAN ILDEFONSO

WANAWAN UMILI

**THE UPDATED
CITIZEN'S CHARTER OF
SAN ILDEFONSO, ILOCOS SUR**

2023 1ST EDITION



MANDATE:

Deriving its mandate from the Republic Act 7160 or otherwise known as the Local Government Code of 1991, the mission to follow the people's welfare under Section 16 of the Code, to wit: General Welfare: Every LGU shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers, necessary, appropriate, or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare within their respective territorial jurisdictions. LGU shall ensure and support among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balance ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

VISION

Alistoprogreso, San Ildefonso!

A thriving town in the north, home of national government agencies and a sanctuary of educational excellence with innovative and compassionate leaders, safe environment, and satisfied citizenry.

MISSION

Accelerated cultural and tourism programs capitalizing its cultural resources thus enticing everybody.

Leveraged social programs to ensure effective and efficient service delivery.

Improved infrastructure facilities and health and safety programs for a risk resilient locality,

Sustained environmental protection services for a balanced ecosystem.

Transcended economic opportunities as ECONOMIC MAGNET of the NORTH,

Optimized institutionalized capability for its people who are disciplined, God-loving, modest and hard-working, educated and future-ready.

SERVICE PLEDGE

We are an organization of dedicated, efficient, and courteous personnel, who adhere to the highest ethical standards of government service, and who devote our energies for the benefit of the people of San Idefonso.

We have a responsive system, which ensure effective delivery of services.

Our personnel are the greatest and are committed to delivering quality service to our constituents.

To pursue these goals, we pledge to:

People Empowerment with

- Participative Civil Society Organizations (CSO) and Private Organizations (PO)

Renewed Dynamism and transparency of

- Bids and Awards Committee (BAC)
- Gender and Development (GAD)

Overwhelming commitment and dedication thru

- Agricultural Productivity enhancement
- Seed and Fertilizer Subsidy
- Livelihood Projects

Good Governance towards

- Human Resource Development (HRD)
- Capacity Development

Rural Development attaining

- Improved infrastructure facilities
- Technology Transfer
- Communication and transportation

Economic and Ecological Balance under

- Solid Waste Management
- Investment Promotion/Tourism Industry

Service Oriented

- Social Services (Health and sanitation, education, social welfare, peace and order and public safety)

Organizational Management System Based on

- Executive Legislative Agenda

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MAYOR'S OFFICE

External Services

1. ISSUANCE OF MAYOR’S CLEARANCE

The Mayor’s Clearance certifies that the individual is a resident of the municipality, of good moral character and is a law-abiding citizen.
The clearance is a document usually availed by individuals seeking employment, scholarship, for a firearms license and for any other legal purpose.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Latest Community Tax Certificate (Cedula) Official Receipt 3. Barangay Clearance 4. 2 valid government IDs		Municipal Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook & submit all requirements.	1.1. Receive and review the requirements if complete and duly signed. 1.2. Issue order of Payment	None	1 minute	Nivea Nissi R. Jara Administrative Officer II
2. Receive order of payment and pay	2.1 Receive payment and issue Official Receipt and documentary stamp.	Php 70.00 plus Php 30.00 doc stamp	5 mins	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II

3. Present Official receipt at the Mayor's Office	3.1.Prepare the clearance. 3.2.Sign the Clearance/ Certificate	None	5 minutes	Nivea Nissi R. Jara Administrative Officer II Christian Daniel "Basi" A. Purisima Municipal Mayor
4. Receive the Mayor's clearance	4.1.Record, and release the clearance.	None	1 minute	Nivea Nissi R. Jara Administrative Officer II
TOTAL		Php10 0.00	12 minutes	

2. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

This service is intended for students availing of scholarship grant and job applicants.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records) (1 Original Copy) 		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay Certification and receive order of payment	1.1 Receive and review clearance and issue order of payment breakdown	None	2 minutes	Nivea Nissi R. Jara Administrative Officer II
2. Pay	2.1 Receive payment and issue Official Receipt.	Php 70.00 plus Php 30.00	5 minutes	Teresita Rojas Revenue Collection Clerk III

		doc stamp		Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
3. Present Official receipt at the Mayor's Office	3.1 Prepare the certification to be signed by the Mayor. 3.2 Sign the Certification	None	3 minutes 1 minute	Nivea Nissi R. Jara Administrative Officer II Christian Daniel "Basi" A. Purisima Municipal Mayor
4. Receive the certification	4.1 Record, and release the Certification.	None	2 minutes	Nivea Nissi R. Jara Administrative Officer II
TOTAL		Php 100.00	15 minutes	

3. AVAILING OF PUBLIC CUSTOMER ASSISTANCE

Residents of the Municipality and other clients may request from the Mayor's Office for job recommendations. Job Recommendations for Residents of San Ildefonso, Ilocos Sur

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Job Recommendations:				
1. Barangay Certificate of Residency (1 Photocopy)		Barangay		
2. Request Letter		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sign in the logbook and submit request letter or the pertinent documents required	1.1 Receive and review the documents	None	2 minutes	Nivea Nissi R. Jara Administrative Officer II
2. Proceed to Treasurer's Office to pay prescribed fee	2.1 Receive payment and issue Official Receipt.	None	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
3. Present Official receipt at the Mayor's Office	3.1 Prepare the Appropriate communication regarding the request to be signed by the Mayor. 3.2 Approve the request for assistance, recommendation, and endorsement.	None	5 minutes 1 minute	Nivea Nissi R. Jara Administrative Officer II Christian Daniel "Basi" A. Purisima Municipal Mayor
4. Receive the certification	4.1 Record, and release the Certification.	None	1 minutes	Nivea Nissi R. Jara Administrative Officer II
TOTAL			14 minutes	

4. USE OF GOVERNMENT FACILITIES

The Municipal Government of San Ildefonso, Ilocos Sur offers the use of the following facilities ideal for seminars, conferences, gatherings, sports, and other activities:

- Town Plaza
- Covered Court
- Roof Deck
- Mango Haven
- Government Vehicle (Dump Truck, L-300 Multi- Purpose Vehicle,Backhoe Loader (mini))

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Corporations, Groups and other Individuals and Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Mayor, specifying the government facility to be used, date, time, and purpose (1 Original)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and submit the request letter and receive order of payment	1.1 Receive and review the request letter 1.2 Issue order of payment	Refer to chart	2 minutes 1 minute	Nivea Nissi R. Jara Administrative Officer II
1. Pay	2.1 Receive payment and issue Official Receipt.	Refer to Chart	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
2. Present the Official Receipt at the Mayor's Office	3.1 Prepare the permit 3.2 Sign the permit	None	5 minutes	Nivea Nissi R. Jara Administrative Officer II Christian Daniel "Basi" A. Purisima Municipal Mayor

3. Receive the Mayor's Permit and leave one (1) copy with the Records Section for file.	4.1 Issue Mayor's Permit	None	2 minutes	Nivea Nissi R. Jara Administrative Officer II
TOTAL			15 minutes	

FEES TO BE PAID		
Government Facility	Particulars	Amount
Government Vehicle	Dump Trucks Backhoe Loader (mini)	P500.00/hour P1,200.00/hour
Land Only	Commercial/Residential	P110.00 – P175.00/month per sqm
Buildings	Covered Court Function Hall (Pasalubong Center), Roof Deck and Mango Haven Located in commercial/industrial/residential	P600.00/hour P5,000(min of 4 hours) +P1500.00 for excess P100.00/month per sqm

5. PUBLIC USE OF GOVERNMENT VEHICLES

The Municipal Government of San Ildefonso, Ilocos Sur offers the use of Government Vehicle (Dump Truck, L-300 Multi- Purpose Vehicle) for official purposes.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Corporations, Groups and other Individuals and Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter request addressed to the Mayor, specifying the government facility to be used, date, time, and purpose (1 Original)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the logbook and submit the request letter and receive	1.1 Receive and review the request letter	Refer to chart	2 minutes 1 minute	Nivea Nissi R. Jara Administrative Officer II

order of payment	1.2 Issue order of payment			
4. Pay	2.1 Receive payment and issue Official Receipt.	Refer to Chart	5 minutes	<i>Teresita Rojas</i> <i>Revenue Collection Clerk III</i> <i>Merriam C. Revibes</i> <i>BPLO Designate/ Revenue Collection Clerk III</i> <i>Alvin O. Batuyong</i> <i>Revenue Collection Clerk II</i>
5. Present the Official Receipt at the Mayor's Office	3.1 Prepare the permit 3.2 Sign the permit	None	5 minutes	<i>Nivea Nissi R. Jara</i> <i>Administrative Officer II</i> <i>Christian Daniel "Basi" A. Purisima</i> <i>Municipal Mayor</i>
6. Receive the Mayor's Permit and leave one (1) copy with the Records Section for file.	4.1 Issue Mayor's Permit	None	2 minutes	<i>Nivea Nissi R. Jara</i> <i>Administrative Officer II</i>
TOTAL			15 minutes	

FEES TO BE PAID		
Government Facility	Particulars	Amount
Government Vehicle	Dump Trucks	P500.00/hour
	Backhoe Loader (mini)	P1,200.00/hour

6. ISSUANCE OF MUNICIPAL CLEARANCE TO CUT TREES

The issuance of Mayor's Clearance to cut tree/s is in compliance to DENR mandate towards tree preservation and conservation.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen

Who may avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy) 2. Barangay Clearance (1 Original copy) 3. Latest Community Tax Certificate (Cedula) Official Receipt		- From the Client - Barangay - Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook, submit the requirements and receive order of payment	1.1 Review the completeness of the requirements submitted issue order of payment	None	2 minutes	Nivea Nissi R. Jara Administrative Officer II
2. Pay	2.1 Receive payment and issue official receipt	Php 70.00 plus Php 30.00 doc stamp	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
3. Present the Official Receipt	3.1 Prepare the permit	None	4 minutes	Nivea Nissi R. Jara Administrative Officer II
	3.2 Sign the permit		1 minute	Christian Daniel “Basi” A. Purisima Municipal Mayor
4. Receive the document	4.1 Release or Issue the permit	None	1 minutes	Nivea Nissi R. Jara Administrative Officer II
TOTAL		Php 100.00	13 minutes	

7. ISSUANCE OF PERMIT TO WORK

Ensure all working staff of certain business establishment secure working permit such as Restaurant, fast food, tailoring, grocery, etc.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen			
Who may avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy)		- To be presented by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook, submit your name and position or work applied for and receive order of payment	1.1 Review the documents submitted 1.2 Issue order of Payment	None	2 minutes	Nivea Nissi R. Jara Administrative Officer II
2. Pay the corresponding fee	2.1 Receive payment and issue OR 2.2 Sign the permit	Php 250.00	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
3. Present the Official receipt	3.1 Prepare the permit 3.2 Sign the permit	None	2 minutes 1 minute	Nivea Nissi R. Jara Administrative Officer II Christian Daniel A. Purisima Mayor

4. Receive the document	3.3 Release the permit	None	1 minute	Nivea Nissi R. Jara Administrative Officer II
TOTAL		Php 250.00	11 minutes	

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services

1. PROVISION OF FINANCIAL ASSISTANCE

The Municipal Social Welfare and Development Office assist indigent families and individuals for possible financial assistance based on their felt needs.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All residents of San Ildefonso, Ilocos Sur
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR MEDICAL ASSISTANCE	
1. Medical Certificate/Abstract / Certificate of confinement with doctor's diagnosis or impression(Original or certified true copy)	Attending Physician
2. Medical prescription (1 Original or certified true copy)	Attending Physician
3. Referral for laboratory-for diagnostic procedure (1 Original or certified true copy)	Attending Physician
4. Statement of account- for hospitalization (1 Original or certified true copy)	Hospital
5. Barangay certification of Indigency with a purpose of seeking medical assistance (1 Photocopy)	Punong Barangay
6. Running bill or promissory note from the hospital billing assistance for unpaid hospital billing assistance)	Hospital
7. Affidavit if same person if the name indicated on their presented ID is misspelled or does not have their name extension.	
8. Treatment protocol with price quotation (e.g. for chemotherapy treatment and others)	Attending Physician
9. Certificate of cohabitation/ birth certificate of their children of proof of their cohabitation.	
10. Valid I.D. of patient and client address(1 Photocopy)	Client
11. Official receipts (1 Original)	Hospital/Drugstore
FOR BURIAL ASSISTANCE	
1. Death Certificate (1 Photocopy)	Local civil registrar
2. Funeral contract (1 Photocopy)	Funeral parlor
3. Barangay certification of Indigency (1 Original)	Punong Barangay
4. Photocopy of valid ID of claimant (1 Photocopy)	Client
5. Duly signed Claimant's waiver (1 Original)	Client
FOR FOOD ASSISTANCE	
1. Barangay certification of Indigency (1 Original)	Barangay Captain
FOR EDUCATIONAL ASSISTANCE	
1.	

2. Photocopy of parents or guardian valid ID		Client		
3. Photocopy of registration card or certificate of enrollment		School		
4. Statement of account from school/ or copy of promissory note		School		
5. House Photo (kitchen, receiving areas, bedroom and comfort room)		Client		
6. Barangay Certificate of indigency		Barangay Captain		
FOR EMERGENCY SHELTER ASSISTANCE				
1. Copy of Barangay indigency with a purpose		Barangay Captain		
2. Copy of valid identification card of client address		Client		
3. Court order or notice of violation, if any				
4. Certificate that they were affected by the calamity		Barangay Captain		
5. Barangay Blotter Report as additional requirement for those who were evicted		Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1. Interview, assess client's needs and prepare papers for assistance	None	10 minutes	Servitas P. Romano Municipal Social Welfare and Development Officer Geraldine P. Bragado Social Welfare Assistant Mary Jane Lacasandile Day Care Worker Marishir M. Alamar Social Welfare Aide Laila R. Raña Social Welfare Aide Helen Grace F. Galzote Social Welfare Aide Brenda P. Pilar Social Welfare Aide

2. Responds to the interview and sign the necessary documents needed	2.1 Submit assessed client's documents to other concerned offices for signatures and release of funding (For more than Php 3,000.00)		10 minutes	Servitas P. Romano Municipal Social Welfare and Development Officer Geraldine P. Bragado Social Welfare Assistant
3. Submit the duly signed AICS form and other needed documents for processing	3.1 Prepare the Petty cash voucher		10 minutes	Servitas P. Romano Municipal Social Welfare and Development Officer Geraldine P. Bragado Social Welfare Assistant
4. Sign and receive financial assistance	4.1 Releasing of financial assistance		2 minutes	Mary Jane Lacasandile Day Care Worker Marishir M. Alamar Social Welfare Aide Laila R. Raña Social Welfare Aide Helen Grace F. Galzote Social Welfare Aide Brenda P. Pilar Social Welfare Aide
TOTAL		None	32 minutes	

2. PREPARATION OF SOCIAL CASE STUDY REPORT AND REFERRAL LETTER FOR PCSO, HOSPITALS, GOVERNMENT AND NON-GOVERNMENT INTITUTIONS TO AVAIL MEDICAL/FINANCIAL ASSISTANCE

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various program and services.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Walk-in Client
CHECKLIST OF REQUIREMENTS	
1. Medical Certificate/Abstract (1 Original)	Attending Physician
2. Barangay Certification of Indigency (1 Original)	Punong Barangay

3. Medical Prescription (1 Photocopy)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed documents	Verify the completeness of the documents	None	2 minutes	Servitas P. Romano Municipal Social Welfare and Development Office Geraldine P. Bragado Social Welfare Assistant
2. Answer/responds to the interview	2.1 Interview, assess and facilitate accomplishment of required documents	None	20 minutes	Servitas P. Romano Municipal Social Welfare and Development Officer
3. Receive documents	3.1 Releasing of documents	None	2 minutes	Geraldine P. Bragado Social Welfare Assistant
TOTAL		None	24 minutes	

3. ISSUANCE OF IDENTIFICATION CARD AND BOOKLET FOR SENIOR CITIZENS, PERSONS WITH DISABILITY AND SOLO PARENTS

The Municipal Social Welfare and Development Office is mandated to provide I.D. to above mentioned clientele group to avail their special privileges as stated in their respective laws.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Senior Citizen, PWD, Solo Parent
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Senior Citizen <ul style="list-style-type: none"> - Birth Certificate/Valid I.D. with birthdate (1 Photocopy) - 1x1 picture (2 pcs) - Certificate of Residency (1 Original/Photocopy) - Senior Citizen Application Form (1 original) 	MCR Studio of choice Barangay Hall MSWDO
For Person with Disability <ul style="list-style-type: none"> - Certificate of Residency (1 original) 	Attending Physician

<ul style="list-style-type: none"> - Medical Certificate/ Medical Abstract(1 original) - Certificate of Disability from the Barangay - Recommendation from the Municipal Health Office (1 original) - Whole body picture and 1 pc. 1 x 1 picture (1 pc) - PWD duly accomplished Application Form (1 original) <p>For Solo Parent</p> <ul style="list-style-type: none"> - Birth certificate of children below 22 years old or above 22 years old but with disability(1 Photocopy) - Certificate of Solo Parent from Barangay Captain (1 Original) - Solo Parent Application Form (1 Original) - Marriage Certificate (if married) - Death Certificate (if the spouse is dead) - Copy of filed/ pending petition for annulment of marriage of marriage or legal separation (if any) - Certificate of income - Two pcs 1x1 ID picture 		MHO Studio of choice MSWDO MCR Barangay Captain MSWDO Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1 Assist and interview client	None	5 minutes	<i>Servitas P. Romano</i>
	1.2 Verify the completeness of the documents		5 minutes	<i>Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado</i> <i>Social Welfare Assistant</i> <i>Mary Jane Lacasandile</i> <i>Day Care Worker</i> <i>Marishir M. Alamar</i> <i>Social Welfare Aide</i> <i>Laila R. Raña</i> <i>Social Welfare Aide</i>

				<p><i>Helen Grace F. Galzote</i> Social Welfare Aide</p> <p><i>Brenda P. Pilar</i> Social Welfare Aide</p>
<p>1. Fill up Form For Senior Citizen</p> <ul style="list-style-type: none"> - Senior Citizen Application Form (1 original) 	<p>3.1 Accept filled up forms and process corresponding I.D.</p>		<p>15 minutes</p>	<p><i>Servitas P. Romano</i> Municipal Social Welfare and Development Officer</p> <p><i>Geraldine P. Bragado</i> Social Welfare Assistant</p> <p><i>Mary Jane Lacasandile</i> Day Care Worker</p> <p><i>Marishir M. Alamar</i> Social Welfare Aide</p> <p><i>Laila R. Raña</i> Social Welfare Aide</p> <p><i>Helen Grace F. Galzote</i> Social Welfare Aide</p> <p><i>Brenda P. Pilar</i> Social Welfare Aide</p>
<p>For Person with Disability</p> <ul style="list-style-type: none"> - PWD Application Form (1 original) <p>For Solo Parent</p> <ul style="list-style-type: none"> - Solo Parent Application Form (1 Original) 				<p><i>Servitas P. Romano</i> Municipal Social Welfare and Development Officer</p> <p><i>Geraldine P. Bragado</i> Social Welfare Assistant</p>

2. Receive ID and Booklet	4.1 Release the privilege ID and booklet		2 minutes	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado Social Welfare Assistant</i> <i>Mary Jane Lacasandile Day Care Worker</i> <i>Marishir M. Alamar Social Welfare Aide</i> <i>Laila R. Raña Social Welfare Aide</i> <i>Helen Grace F. Galzote Social Welfare Aide</i> <i>Brenda P. Pilar Social Welfare Aide</i>
TOTAL		None	27 minutes	

4. CENTENARIAN AND NONAGENARIAN CASH INCENTIVE

The Municipal Social Welfare and Development Office is providing cash incentive granting Ten Thousand Pesos (Php 10,000.00) to Senior Citizen who reaches the age of one hundred (100) years. Another Five Thousand Pesos (Php 5,000.00) will be given to the living centenarian on the following years thereafter. For Nonagenarian, three thousand pesos to senior citizen who reaches the age of 90-99 years. This incentive is the local counterpart to our centenarians in addition to the national government cash grant. This encourages healthy lifestyle to our constituents to lead a longer and healthier life.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	100 years old and above

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen's I.D. (1 Photocopy)		MWDO		
2. Birth certificate/marriage/baptismal (1 Photocopy)		MCR/PSA		
3.Recent whole-body photo of the living nonagenarian/centenarian (1 pc)		Studio of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check the completeness of the Requirements. 1.2 Interview and verify the validity of the submitted requirements 1.3 Facilitate and submit the documents to the concerned offices for the preparation of the Centenarian incentive	None	45 minutes	<i>Servitas P. Romano</i> <i>Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado</i> <i>Social Welfare Assistant</i> <i>Mary Jane Lacasandile</i> <i>Day Care Worker</i>
2. Receive SC cash incentive	3.1 Distribute the cash grant thru door-to-door delivery	None	5 minutes	<i>Marishir M. Alamar</i> <i>Social Welfare Aide</i> <i>Laila R. Raña</i> <i>Social Welfare Aide</i> <i>Helen Grace F. Galzote</i> <i>Social Welfare Aide</i> <i>Brenda P. Pilar</i> <i>Social Welfare Aide</i>
TOTAL		None	50 minutes	

5. ISSUANCE OF CERTIFICATION

The Municipal Social Welfare and Development Office had developed a network of referral system to other government and non-government agencies to link indigent individuals and families for various programs and services.

Office or Division:	Municipal Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Walk-in-Client	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certification of Barangay Residency (1 Original)		Barangay Where Client Resides

2. Birth Certificate (If there is minor involved) (1 Photocopy)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	1.1 Check the completeness of the requirements. 1.2 Interview the client, assess and facilitate the needed document	None	2 minutes 30 minutes	Servitas P. Romano Municipal Social Welfare and Development Officer Geraldine P. Bragado Social Welfare Assistant
2. Receive the signed certification	2.1 Release certification	None	2 minutes	
TOTAL			34 Minutes	

6. ASSISTANCE ON SPECIAL CASES SUCH AS CHILDREN IN CRISIS IN CONFLICT WITH THE LAW (CICL) R.A. 9344, VICTIMS OF CHILD ABUSE (R.A. 7610), VICTIMS OF DOMESTIC VIOLENCE (R.A. 9262)

Provision of Special Protection Programs and Services to children in conflict with the law, victims of child abuse and victims of domestic violence.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple to complex			
Type of Transaction:	G2C – Government to Citizen/G2G-Government to government			
Who may avail:	Children in conflict with the law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Child's presence				
2. Guardian's presence				
3. Referral Letter		PNP		
4. Barangay Blotter or police investigation report		Barangay/ PNP		
5. Birth certificate or any proof of the child's age(1 Photocopy)		MCR		
6. Medical Certificate		Barangay Captain/Municipal Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Report the case to MSWDO	For CICL (RA 9344) 1.1 Interview & Assists client for possible custody (Affidavit of undertakings) 1.3 Assessment on child functioning, family functioning, Index of value judgement and level of moral development 1.2 Prepare for a social Case Study Report on Discernment 1.3 Refer for Institutionalization (if needed)	None	2 hours 7 Days	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado Social Welfare Assistant</i>
2. Minor attends Diversion / Intervention Programs	1.1 Conduct Diversion/ Intervention Program 1.2 Supervise the implementation of the diversion/intervention program 2.3 Conduct home visit and follow-up cases	None	2 hours/session 6 months 2 hours	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado Social Welfare Assistant</i>
3. Minor attends court hearing	3.1 Assist CICL to court hearings	None	1 hour	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado Social Welfare Assistant</i>
	TOTAL	None	6 months, 7 Days, 7 hours	
1. Report the case to MSWDO	For Victims of Abuse (R.A. 7610) 1.1 Refer victim of child abuse to PNP Women's Desk for appropriate actions (legal)	None	30 minutes	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado Social Welfare Assistant</i>

2. Undergo counselling	1.2 Assists the minor for first aide or physical examination (if needed)	None	30 minutes/ session	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i>
	2.1 Conduct counselling	None	1 hour	<i>Geraldine P. Bragado Social Welfare Assistant</i>
	2.2 Turn-over minor to the parents/guardian	None	30 minutes	
	Monitoring of the child	none	1 hour	
	TOTAL		3 Hours & 30 minutes	
1. Report abuse to MSWDO	For victims of Domestic Abuse (R.A. 9262) 1.1 Assists/refer victim to the PNP Women's Desk for appropriate actions (legal) 1.2 Refer victims to the Municipal Health Office for assessment and management 1.3 Provide counseling and home visitation services 1.4 Assist for appropriate assistance (if needed)	None	30 minutes 30 minutes 30 minutes/ session 5 minutes	<i>Servitas P. Romano Municipal Social Welfare and Development Officer</i> <i>Geraldine P. Bragado Social Welfare Assistant</i>
TOTAL			95 minutes	

7. CONDUCT OF PRE-MARRIAGE ORIENTATION AND COUNSELLING

The Municipal Social Welfare and Development Office and other PMOC partners shall require all contracting parties or would-be-couples applying for a marriage license to

attend and participate in a Pre-Marriage Orientation and Counselling session before they are issued such license.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Walk-in Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RHU signed Certificate of Compliance (1 Original)		RHU, PMOC Team members who conducted the session		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Undergo Pre-Marriage Orientation	1.1 Interview couple 2.1 Conduct Pre-Marriage Orientation	None	10 minutes 1 hour and 30 minutes	Servitas P. Romano Municipal Social Welfare and Development Office
1. Receive signed Pre-Marriage Certificate of Compliance	3.1 Issue signed Certificate of Compliance	None	5 minutes	Servitas P. Romano Municipal Social Welfare and Development Office
TOTAL		None	1 hour and 45 minutes	

MUNICIPAL BUDGET OFFICE

External and Internal Services

1. PRELIMINARY REVIEW OF BARANGAY & SK ANNUAL/SUPPLEMENTAL BUDGETS

Within Ten (10) days from its approval, copies of the Barangay Appropriation ordinance authorizing the Annual/Supplemental Budget must be submitted to the Sagguniang Bayan for review through the Municipal Budget Officer to ensure that provision of RA7160, budgetary requirements, existing budgetary rules, and regulations as well as budget circulars and accounting parameters are complied with.

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of transaction:	G2C – Government to Client			
Who may avail:	The 15 Barangays of San Ildefonso			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter (1 original)		- Punong Barangay/SK Chairperson		
2. Budget Message (1 original)		- Punong Barangay/ SK Chairperson		
3. Appropriation Ordinance (1 original)		- Barangay Council/ SK Officials		
4. Budget Preparation forms (1 original)		- Barangay Treasurer, Barangay Secretary, Punong Barangay/ SK Treasurer, SK Secretary, SK Barangay		
5. Approved Annual Investment Plan/Annual Barangay Youth Implementation Plan (1 original)		- Barangay Council		
6. GAD Plan With Certification of MLGOO(Barangay Only) (1 original)		- DILG Office		
7. Approved Annual Development Plan(Barangay Only) (1 original)		- Barangay Council		
8. DRRM Plan (1 original)		- Barangay Council		
9. SC and PWD Action Plan(1 original)		- Senior Citizen		
10. Program of Works(1 original)		- Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook & Submit Annual Budget	1.1 Receive and record in the logbook 1.2 Review submitted documents as to: a) Correct use of form b)Correct computation c) Correctness and completeness of data entries d) Completeness or required signatures	None	1 minutes 1 hour	Rogelio Raguindin Budgeting Assistant Zenaida G. Ricod Municipal Budget Officer

	1.3 Transmit to the Saggiang Bayan			
TOTAL		None	1 hour and 1 minute	

2. ISSUANCE OF OBLIGATIONS REQUEST (ObR)

To Issue ObR as a Supporting document to all expenditures of the LGU as supported by Appropriation Ordinance

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of transaction:	G2C/G2B/G2G – Government to Client/Government to Business/Government to Government			
Who may avail:	Different Offices of the Municipality of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order (2 Original)		- Concerned Office - Concerned Office - Contractor - HRMO		
2. Purchase Request (2 Original)				
3. Perfected Contract (2 Original)				
4. Job Order (2 Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and submit required documents	1.1 Record in the logbook	None	1 minutes	Rogelio Raguindin Budgeting Assistant
	1.2 Prepare ObR		5 Minutes	
	1.3 Record ObR		2 Minutes	Zenaida G. Ricod Municipal Budget Officer
2. Receive the ObR	2.1 Issue ObR	None	2 minutes	Zenaida G. Ricod Municipal Budget Officer
TOTAL		None	10 Minutes	

3. RELEASING OF APPROVED ANNUAL AND SUPPLEMENTAL BUDGETS OF BARANGAY

To release all budgets of the 15 barangays reviewed by the Sangguiang Bayan

Office or Division:		Municipal Budget Office		
Classification:		Simple		
Type of transaction:		G2G - Government to Government		
Who may avail:		The 15 Barangays of San Ildefonso		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and register in the logbook	1.1 Release approved annual/supplemental budgets	None	5 minutes	Rogelio Raguindin Budgeting Assistant Zenaida G. Ricod Municipal Budget Officer
TOTAL		None	5 Minutes	

4. **RELEASING OF APPROVED ANNUAL AND SUPPLEMENTAL BUDGETS OF SANGGUNIANG KABATAAN**

To release all budgets of the 15 barangays reviewed by the Sangguiang Bayan

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	The 15 Barangays of San Ildefonso			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and register in the logbook	1.1 Release approved annual/supplemental budgets	None	5 minutes	Rogelio Raguindin Budgeting Assistant Zenaida G. Ricod Municipal Budget Officer
TOTAL		None	5 Minutes	

HUMAN RESOURCES MANAGEMENT OFFICE
Internal Services

1. ISSUANCE OF CERTIFICATES

The Human Resource Management Office is responsible in the issuance of Certificates of Leave Credits, Service Records, Certificate of Employment, and Acceptance of Retirement/ Resignation.

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Client			
Who may avail:	Current and Former Municipal Government employee/s and/or their beneficiaries/ next of kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>CERTIFICATE OF LEAVE CREDITS/SERVICE RECORD/CERTIFICATE OF EMPLOYMENT</u></p> <ul style="list-style-type: none">▪ Accomplished Personnel Record Request Form▪ Valid ID <p><i>For representatives:</i></p> <ul style="list-style-type: none">▪ Accomplished Request Form▪ Authorization letter▪ Present ID or Photocopy of IDs of the (1) Requesting Person/Beneficiary and (2) the authorized person (if not employee) <p><i>For the beneficiaries:</i></p> <ul style="list-style-type: none">▪ Birth Certificate		<p>- Human Resource Management Office (HRMO)</p> <p>- Human Resource Management Office (HRMO)</p> <p>- Requesting Person/ Beneficiary (plus requirement for beneficiary)</p> <p>- Employer/other government agency issuing ID</p> <p>- Philippine Statistics Office (PSA)</p>		
FOR CERTIFICATE OF LEAVE CREDITS, SERVICE RECORD, CERTIFICATE OF EMPLOYMENT:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish forms and submit requirements	<p>1.1 Check completeness and receive requirements</p> <p>1.2 Prepare, print document, and sign the document</p>	None	<p>1 minute</p> <p>4 minutes</p>	<p>Genesis</p> <p>Pisco</p> <p>HRMO</p> <p>Designate</p>
2. Receive Certificate	2.1 Release Certificate	None	1 minute	<p>Genesis</p> <p>Pisco</p> <p>HRMO</p> <p>Designate</p>
TOTAL		None	6 minutes	

2. ACCEPTANCE OF RESIGNATION/RETIREMENT

The Human Resource Management Office is responsible in accepting the resignation or retirement of current employees

Office or Division:	Human Resources Management Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Client			
Who may avail:	Current LGU employee and/or their beneficiaries/ next of kin			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of intent to resign/ or			Employee	
Letter of intent to retire endorsed by concerned Department Head			Employee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement/s	1.1 Receive, record and review documents for appropriate action	None	1 minute	Genesis Pisco HRMO Designate
	1.2 Prepare letter of acceptance of resignation/retirement and endorse to appointing authority		4 minutes	
	1.3 Appointing authority to sign acceptance of resignation/retirement		1 minute	
2. Receive acceptance of resignation/retirement	2.1 Release acceptance of resignation/retirement letter	None	1 minute	Genesis Pisco HRMO Designate
TOTAL		None	6 minutes	

3. LEAVE ADMINISTRATION

The Human Resource Management Office is responsible in the administration of leave credits of all municipal officials and employees in the Local Government Unit of San Ildefonso, Ilocos Sur.

Office or Division:	Human Resources Management Office
Classification:	Simple
Type of transaction:	G2G – Government to Government
Who may avail:	Current permanent employees of the Municipal Government of San Ildefonso, Ilocos sur
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>1. VACATION LEAVE (VL) / FORCED LEAVE/ SPECIAL LEAVE PRIVILEGES (SEC.51 RULE XVI, OMNIBUS RULES IMPLEMENTING EO NO.292)</u> 1.1. Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6) Additional Requirement for VL without Pay for period exceeding 30 days – <i>Clearance</i>	<ul style="list-style-type: none"> - Human Resource Management Office (HRMO)
<u>2. EXPANDED MATERNITY LEAVE (RA NO.11210/IRR ISSUED BY CSC, DOLE, SSS)</u> 2.1 Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6) 2.2 Medical Certificate (Reflecting the expected period of delivery)	<ul style="list-style-type: none"> - Human Resource Management Office (HRMO) - Attending Physician/Hospital
<u>3. PARENTAL/ SOLO PARENT LEAVE (RA NO. 8972/ CSC NO. 8 S 2004)</u> 3.1 Application for Leave with recommendation & signature of concerned Office Head 3.2 Solo Parent ID <i>(Present Original & submit Photocopy)</i>	<ul style="list-style-type: none"> - Human Resource Management Office (HRMO) - Municipal Social Welfare Development Office (MSWDO)
<u>4. PATERNITY LEAVE (RA NO. 8187/ CSC MC NO. 71 S. 1998, AS AMENDED)</u> 4.1 Application for Leave with recommendation & signature of concerned Office Head 4.2 Medical Certificate/ Proof of delivery/miscarriage of legitimate spouse 4.3 Photocopy of Marriage Certificate	<ul style="list-style-type: none"> - Human Resource Management Office (HRMO) - Attending Physician/Hospital - Philippine Statistics Office (PSA)
<u>5. STUDY LEAVE (SEC.68 RULE XVI OMNIBUS RULES IMPLEMENTING E.O. NO. 292)</u>	

<p>5.1 Mayor's Approval/ Memorandum— Authority to take a Study Leave <i>(Pre-requisite: Request Letter endorsed by the concerned Office Head, addressed to the Mayor, through the HRMO)</i></p> <p>5.2 Service Obligation Contract</p> <p>5.3 Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6)</p>	<ul style="list-style-type: none"> - Mayor's Office - Human Resource Management Office (HRMO) - Human Resource Management Office (HRMO)
<p><u>6. REHABILITATION LEAVE (SEC. 55 RULE XVI, OMNIBUS RULES IMPLEMENTING EO NO. 292)</u></p> <p>6.1 Mayor's Approval <i>(Pre-requisite: Request Letter endorsed by the concerned Office Head, addressed to the City Mayor, through the HRMO, sent within 1 week from occurrence of accident/ work-related injury)</i></p> <p>6.2 Incident Report/Police Report or Affidavit of Witnesses, whichever is applicable</p> <p>6.3 Medical Certificate, specifying the following:</p> <ul style="list-style-type: none"> o <i>Nature of Injury</i> o <i>Course of Treatment involved</i> o <i>Need to undergo rest/ rehabilitation</i> o <i>Recommended period of rehabilitation</i> <p>6.4 If under a Private Attending Physician, needs Written Concurrence of Government Physician as to the duration of rehabilitation</p> <p>6.5 Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6)</p>	<ul style="list-style-type: none"> - Mayor's Office - Philippine National Police/ Notary Public - Attending Physician/ Hospital - Any Physician from a Government Hospital - Human Resource Management Office (HRMO)
<p><u>7. MAGNA CARTA OF WOMEN (RA NO. 9262/ CSC MC NO. 15 S. 2005)</u></p> <p>7.1 Request Letter endorsed by the concerned Office Head, addressed to the Municipal Mayor, through the HRMO</p> <p>7.2 Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6)</p> <p>7.3 Medical Certificate, with the following:</p> <ul style="list-style-type: none"> o <i>Clinical Summary reflecting the gynecological disorder</i> o <i>Histopathological report</i> o <i>operative technique</i> o <i>The duration of the surgery including pre-operative period (confinement before surgery)</i> 	<ul style="list-style-type: none"> - Client - Human Resource Management Office (HRMO) - Attending Physician

<ul style="list-style-type: none"> ▪ <i>Estimated period of recuperation/ recovery</i> 				
<u>8. LEAVE FOR VICTIMS OF VIOLENCE AGAINST WOMEN AND CHILDREN (RA NO. 9262/ CSC MC NO. 15 S. 2005)</u> 8.1 Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6) <ul style="list-style-type: none"> o Certification obtained from the Barangay Captain/ Kagawad or Prosecutor or Clerk of Court that an action based on RA9262 has been filed and is pending 		<ul style="list-style-type: none"> - Human Resource Management Office (HRMO) 		
<u>9. 5-DAY SPECIAL EMERGENCY LEAVE (CSC MC No. 2 s 2012, as amended)</u> <i>(Granted to government employees affected by natural calamities/ disasters)</i> 9.1 Application for Leave with recommendation & signature of concerned Office Head (Civil Service Form No. 6) 9.2 Certification from the concerned Head of Office that the following actions were undertaken: verification of employee's eligibility to be granted of SEL, including: (1) validation of place of residence based on latest available records of affected employee; (2) verification that the place of residence is covered in the declaration of calamity/disaster; (3) such other proofs as may be necessary		<ul style="list-style-type: none"> - Human Resource Management Office (HRMO) - Head of office of the applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Personnel Request Form (PRRF)	1.1 Check completeness and receive requirements 1.2 Review, fill out, and sign the certification of leave credits portion 1.3 Forward to the Municipal Mayor's Office for approval 1.4 Approve leave application	None	5 minutes 5 minutes 5 minutes 1 minute	<i>Genesis P. Pisco</i> <i>HRMO</i> <i>Designate</i> <i>Christian Daniel "Basi" A. Purisima</i> <i>Municipal Mayor</i>
2. Receive approved Leave Application	2.1 Release approved leave applications	None	1 minute	<i>Genesis P. Pisco</i> <i>HRMO</i> <i>Designate</i>

TOTAL			17 Minutes	

4.RECEIVING OF JOB APPLICATIONS (EXTERNAL APPLICATION)

The Human Resource Management Office is responsible in the receiving job applications of all qualified job applicants.

Office or Division:		Human Resources Management Office		
Classification:		Simple		
Type of transaction:		G2C – Government to Client		
Who may avail:		All qualified applicants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Application/ Cover Letter (1 original copy) • Duly Accomplished Personal Data Sheet (PDS), with attached Work Experience Sheet (WES) as required under Item-V, and most recent photo (1 original copy) • Performance rating in the last rating period (if applicable) (1 original copy) • Photocopy of Transcript of Records • Photocopy of Certificate of Eligibility/ Rating/ License 			<ul style="list-style-type: none"> - Applicant - Downloadable from the Civil Service (CS Form No. 212- Revised 2017) - Agency/Office where the applicant works/worked. - School where the applicant has attended/ graduated - CSC/ PRC/ SC 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements	1.1 Check completeness and receive requirements 1.2 Inform the applicant on the process of hiring and that he/she will be updated on the assessment results.	None	5 minutes 5 minutes	Genesis P. Pisco HRMO Designate
TOTAL		None	10 minutes	

PUBLIC EMPLOYMENT SERVICE OFFICE

External Services

1. ISSUANCE OF MAYOR’S CERTIFICATION (FOR EMPLOYMENT)

Issuance of Mayor’s Certification and Skills registration serves as the primary tool of PESO in conducting in skills inventory of employed residents of San Ildefonso, Ilocos Sur

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Employee/Jobseeker in San Ildefonso, Ilocos Sur Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Present the original copy of Community Tax CertificateRequest Letter		<ul style="list-style-type: none">Barangay/Municipal Treasurer's OfficeBarangayClient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit prescribed forms/ requirements	1.1 Review the completeness of information/documents	None	1 minute	Genesis P. Pisco Designate PESO Manager
	1.2 Encode the Information to PEIS (Public Employment Inventory System) Online database	None	5 minutes	
	1.3 Issue order payment (as needed) NOTE: For first time jobseekers, FREE of charge			
2. Present Official Receipt	2.1 Encode the details needed	None	5 minutes	Genesis P. Pisco Designate PESO Manager
	2.2. Forward to the Mayor's Office for approval		4 minutes	Christian Daniel A. Purisima Municipal Mayor
3. Answer the Client Satisfaction Survey Form and Receive document	3.1 Release the signed document	None	1 minute	Genesis P. Pisco Designate PESO Manager
TOTAL		Refer to Revenue Code	16 minutes	

2. SPECIAL RECRUITMENT ACTIVITY AND LOCAL RECRUITMENT ACTIVITY

Provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies in conducting special recruitment/local recruitment activity

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Recruitment Activity: -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN#		(1, Photocopy) Business Permit and Licensing Office, BIR Client Client Client Client		
-Letter of Intent Special Recruitment Activity: -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent -POEA License -Approved job Order from POEA -PERMIT from POEA to conduct recruitment (1 original)		(1, Original) (1, Photocopy) Client SEC, POEA, Business Permit and Licensing Office Client Client Client Client POEA POEA POEA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit or Send the letter of intent and requirements	1.1 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	Genesis P. Pisco Designate PESO Manager
	1.2 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency	None	3 minutes	

	(Local or Overseas)			
2. Conduct Recruitment Activity	2.1 Assist the Employer and Applicants	None	8 Hours	<i>Genesis P. Pisco</i> <i>Designate</i> <i>PESO Manager</i>
TOTAL		NONE	8 HOURS AND 13 MINUTES	

3. JOB FAIR

Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time, and effort particularly on the part of the applicants. This is open to all unemployed, skilled, and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers to provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to the Head of the PESO 2. Company Profile 3. Photocopy of BIR Certificate of Registration 4. Photocopy of Latest Business Permit 5. Photocopy of SEC/DTI registration 6. Photocopy of PhilJob Net Certificate 7. List of Vacancies with Qualifications with number of vacancy per position and place of assignment 8. Photocopy of Company SSS Certificate 9. Photocopy of Company PhilHealth Certificate 10. Company official contact person with complete details and position 11. Photocopy of DOLE Certificates (For agencies only) A. DO 18-A/PRPA B. Certificate of No Pending Case C. Company Client List 12. Certificate of Compliance Occupational Safety and Health		Client Client Client Bureau of Internal Revenue Business Permit Licensing Office Department of Trade and Industry Public Employment Information System (PEIS) Client Social Security Services Local Health Insurance Office Client Department of Labor and Employment Department of Labor and Employment Company Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Evaluate the completeness and authenticity of the requirements	None	2 minutes	Genesis P. Pisco Designate PESO Manager

	1.2 Notify the company on the approval of the Recruitment Activity	None	3 minutes	Genesis P. Pisco Designate PESO Manager
	1.3 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	
	1.4 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency (Local or Overseas	None		

4. JOB POSTING

This is a process wherein it encourages employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information services to job seekers and employers by providing employment services to job seeker, both for local and overseas employment, and recruitment assistance to employers

Office or Division	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	All Company

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local Company -Business Permit -Company Profile -Job Vacancy -Company Profile -Company TIN# -Letter of Intent <div> (1, Photocopy) (1, Original) </div>	Business Permit and Licensing Office, BIR Client Client Client BIR Client
Overseas Company -Business Permit -Company Profile -Job Vacancy	SEC, POEA, Business Permit and Licensing Office

<div> <div> -Company -Company TIN# -Letter of Intent -POEA License </div> <div> -Approved job -PERMIT from recruitment (1 </div> </div> <div> Order from POEA POEA to conduct Original) </div>		Client Client BIR Client POEA POEA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of intent and requirements	1. 1 Evaluate the completeness and authenticity of the submitted requirements	None	1 minute	Genesis P. Pisco Designate PESO Manager
	1.2 Encode and lay out the vacancy details	None	10 minutes	
2. Check the job posted in PhilJob.net and PESO Facebook account	3. Post the Job Vacancies on the PESO Facebook Page and on the PESO bulletin board for dissemination	None	5 minutes	Genesis P. Pisco Designate PESO Manager
	TOTAL:	NONE	16 MINUTES	

5. TULONG PANGHANAP BUHAY SA ATING DISADVANTAGE/DISPLACE WORKER

Emergency Employment Program or Tulong panghanap buhay sa ating Disadvantaged/Displaced Worker (TUPAD) is a community-based (municipality/barangay) package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Resident of San Ildefonso			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 2pcs 1x1 picture One (1) Original copy of Cedula One (1) Valid Identification 		<ul style="list-style-type: none"> Client/Photo Studio Respective Barangay/Treasury Office Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and fill up TUPAD Forms at Public Employment Service Office	1.1 Evaluate, Profiling and interview of the beneficiaries	None	10 minutes	Genesis P. Pisco Designate PESO Manager
	1.2 Encode and Register to GSIS		2 minutes	
	1.3 Submit the list of beneficiaries to the Department of Labor and Employment (DOLE)		30 minutes	
2. Attend Orientation	2.1Conduct orientation and Signing of Contract	None	4 hours	Genesis P. Pisco Designate PESO Manager Barangay Officials
	2.2 Distribute Uniform and tools (if there is any)	None	5 minutes	
	2.3 Prepare work assignment for various TUPAD workers and Coordinate with the Barangay.	None	1 day	
3. Report to designated workplace and abide by the rules and regulation of LGU/ Barangays where assigned	3.1. Monitor activity and attendance of beneficiary	None	Minimum of 10 days – Maximum 52 days	Genesis P. Pisco Designate PESO Manager

4. Submit Daily Time Record (DTR) and Accomplishment Report	4.1. Acknowledge the receipt of the submitted DTR and Accomplishment Report for Payroll 4.2 Collate and submit the DTR and Accomplishment Report to the Department of Labor And Employment	None	3 minutes 10 minutes	Genesis P. Pisco Designate PESO Manager
6. Receive salary and sign payroll	6. Distribute salary	None	3 minutes	Genesis P. Pisco Designate PESO Manager DOLE Personnel
TOTAL		None	PACOMPUTE	

6. CAREER GUIDANCE/LEGS LABOR EDUCATION FOR GRADUATING STUDENTS/PRE-EMPLOYMENT ORIENTATION

Career Guidance advocacy was implemented to help our students to have proper career planning and preference based on their skills and interest, while labor education is a program to help graduating students to become familiar with PESO and DOLE services on employment facilitation, worker's protection and social security coverage in order for these soon-to-be employees to come prepared for the world of work.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B- Government to Business G2C Government to Client			
Who may avail:	All interested individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1, Original)		Requesting School/Government Agency/Businesses/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Mayor's Office	2.1 Acknowledge the receipt of the letter request	None	3 minutes	Genesis P. Pisco Designate PESO Manager
	2.2 Evaluate the request and schedule.	None	5 minutes	
2. Prepare the venue for the conduct of the request	3.1 Inform the client on the status of the request	None	3 minutes 4 Hours	Genesis P. Pisco Designate

	3.2 Conduct of Career Guidance/PEOS Seminar			PESO Manager
TOTAL:		NONE	4 HOURS AND 11 MINUTES	

7. ISSUANCE OF REFERRAL LETTER

The term referral letter is used to describe a document sent to an employer that outlines the observed skills and work experience of a candidate. Referral letters are written recommendation from the office endorsing the jobseeker for possible employment.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Jobseeker Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip (1, Original)		Job seeker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Slip and submit to the PESO staff	1.1 Review the completeness of Information and evaluate the applicants' credentials.	None	1 minutes	Genesis P. Pisco Designate PESO Manager
	1.2 Prepare the referral letter and print	None	4 minutes	
2. . Receive the referral letter	2.1 Release the referral letter	None	1 minute	Genesis P. Pisco Designate PESO Manager
	TOTAL:	NONE	6 MINUTES	

8. CONDUCT OF SKILLS TRAINING

Undertake employability enhancement trainings for jobseekers, OSY and other marginalized sectors as well as those who would like to change career or enhance their employability. This function is presently supervised by TESDA and conducted by other training;

Office or Division	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen , G2G - Government to Government			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter of Intent		Job seekers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 check if the requirements are complete	None	3 minutes	Genesis P. Pisco Designate PESO Manager
	1.2 Collate all interested applicants	None	15 minutes	
	1.3 Prepare the final list of applicants that will undergo skills training	None	5 minutes	
	1.4 Submit the final list of applicants that will undergo skills training to the Technical Education and Skills Development Authority (TESDA)	None	1 hour	
2. Attend the schedule of orientation and Skills Training	2.1 Shortlisting of participants	None	3 minutes	Genesis P. Pisco Designate PESO Manager and TESDA
	2.2 Inform the applicants on the qualification and schedule of orientation	None	5 minutes/per applicant	
	2.3 Facilitate the conduct of skills training		8 hours	
	TOTAL:	NONE	8 hours and 31 minutes	

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services

1. REGISTRATION OF BIRTH CERTIFICATE

Incidents of Birth occurring in the Municipality must be recorded with the office of the Municipal Civil Registrar within thirty (30) days from birth

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may Avail:	Rural Health Unit Personnel/ Parents of the Child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Municipal Form 102 (certificate of Live Birth) 4 copies original		Rural Health Unit/Municipal Civil registrar's Office		
Affidavit to use the surname of father (if the parents are not yet married		Notary public		
Certified photo copy of marriage of parents		Philippine statistics Authority/ Local Civil Registrar		
Negative Certification of birth		Philippine statistics Authority		
Affidavit of two disinterested person		Notary Public		
Baptismal Certificate		Parish rectory		
School records		School authority		
Any other documents showing the name, date and place of birth of the applicant (marriage, voter's certificate, SSS, etc.)		Government agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out Municipal Form 102 four (4) copies.	1.1 Receive and review the document;	Free Registration (National State Policy)	5 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
	1.2 Assign Registry Number, type the date of registration, and sign;	late registration *Php 500.00 *Php 50.00 per copy of birth form	5 minutes	
	1.3 Transcribe in the registry Book;	*Php 300.00 affidavit of birth	10 minutes	
	1.4 Encode in the Philippine Civil Registry Information System (PhilCRis)	*Php 100.00 endorsement * Php 300.00 processing fee	10 minutes	

2. Receive copy of the Rural Health Unit and document owner's copy	2.a Release the copy of the birth Certificate to the Rural Health Unit's and the parents		2 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			32 minutes	

2. REGISTRATION OF DEATH CERTIFICATE

Incidents of Death occurring in the Municipality must be recorded with the office of the Municipal Civil Registrar within thirty (30) days from death by the nearest kin of the deceased.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	The nearest kin of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Municipal Form 103 (certificate of Death) 4 copies original		Rural Health Unit		
Negative Certification of death		Philippine statistics Authority		
Affidavit of two disinterested person		Notary Public		
Baptismal Certificate		Parish rectory		
School records		School authority		
Authenticated copy of burial, cremation or other means of corpse disposal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out form 103 four (4) copies.	26.2 Receive the document;	Free Registration (National State Policy)	5 minutes	Priscilla Purisima (Municipal Civil Registrar)
	26.2 Assign registry number, type the date of registration, and sign;	late registration *Php 500.00 *Php 50.00 certificate of death per copy	5 minutes	Ilda Pagud (Administrative Aide IV)
	26.2 transcribe in the registry book and encode	*Php 100.00 endorsement letter *Php 200.00	10 minutes 1 minute	

	in the PhilCris; 26.2 Issue order of payment for the burial permit and the transfer of cadaver if he/she came from other municipality or city	affidavit of death		
2. Show the official receipt and receive the document	3.1 Receive the official receipt; 3.2 Record the burial permit, release the document and official receipt.		1 minute 4 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			26 minutes	

3. REGISTRATION OF MARRIAGE CERTIFICATE

Marriage occurring in the Municipality must be recorded with the office of the Municipal Civil Registrar with in thirty (30) days from Marriage.

Office or Division:	Local Civil Registry Office	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may Avail:	The record keeper or representative of the solemnizing officer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Municipal Form 97(certificate of Marriage) 4 copies original		Parish Rectory Office of the Mayor
Affidavit of two disinterested person		Notary Public
Negative certification of marriage		Philippine Statistics Authority
Affidavit of the solemnizing officer		Notary Public

Affidavit of the Contracting parties stating their names and place of marriage		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled out Municipal Form 97 four (4) copies	1.1 Receive and review the document;	Free Registration (National State Policy)	5 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.2 Assign a Registry number, type the date of registration and sign;	late registration *Php 500.00 *Php 100.00	5 minutes	Ilda Pagud (Administrative Aide IV)
	1.3 Transcribe in the registry book and encodes in the PhilCris	endorsement of marriage *Php 50.00 per copy of marriage certificate *Php 300.00 Affidavit of marriage *Php 300 processing fee	20 minutes	
2. Receive the document.	2.1 Release the client copy and the contracting parties copy.	None	3 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			33 minutes	

4. ISSUANCE OF CERTIFICATIONS (BIRTH, DEATH AND MARRIAGE)

Incidents of Birth, death and marriage occurring within the municipality must be duly registered at the Municipal Civil Registrar's office, copies of which may be obtained for record and authentication purposes, for personal, local or abroad use.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	Document owner and the nearest kin for the death certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 (one) Valid ID		Office concerned		
Authorization letter for in the absence of the document owner		Owner of the document		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip	1. a Receive slip duly filled-up or interview client;	None	1 minute	Priscilla Purisima (Municipal Civil Registrar)
	1.b Verify the availability of the records in the PhilCris or Registry book;		4 minutes	Ilda Pagud (Administrative Aide IV)
	1.c Issue order of payment		1 minute	
2. Present the official receipt.	3.1 Receive the official receipt and print and sign the certification ;	Certification for local and abroad Php 100.00 documentary stamp Php 30.00	5 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
3. Receive the requested document.	2. Release the document.	None	1 minute	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			12 minutes	

5. APPLICATION FOR MARRIAGE LICENSE

Couple intending to enter the marital bliss has to secure first a marriage license before contracting marriage

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	Couple of Legal Age and at least one is a resident of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate (2 photo copies)		Municipal civil Registrar's Office/Philippine Statistics Authority		
Parental consent (for ages 18-21) and parent advice (for ages 22-25)		Municipal Civil Registrar's Office		
Certificate of no Marriage (CENOMAR) (2 photo copies)		Philippine Statistics Authority		
Family planning seminar/ pre marriage counselling seminar		POPCOM and DSWD		
Barangay Residency/ ID with residence		Barangay		
Death Certificate of deceased spouse/ Judicial Decree of annulment or nullity of marriage (if previously married)		Court Authority		
Certificate of legal Capacity (if foreigner)		Embassy or consulate in the Philippines		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements and fill up the application form.	1.1 Check on the correctness of the documents presented.	*Php 1,000.00 = Application fee	5 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.2 Prepare the parental consent/ parental advice if needed	*Php 50.00 application of marriage license per copy	10 minutes	Ilda Pagud (Administrative Aide IV)
	1.3 Issue order of payment	*Php 300.00 processing fee * Php 100.00 parent consent/ advice Php 2.00 marriage license	1 minute	
2. Show the official receipt and proceed to the Rural Health Unit for counselling	3. Receive the official receipt;	none	1 minute	Priscilla Purisima Municipal Civil Registrar
3. Submit certificate of counselling and sign	3.1 Receive the	none	1 minute	Priscilla Purisima

	<p>Statistics Authority Legal Department for affirmation of MCR approval petition.</p> <p>5.2 The petitioner will be contacted once the petition is affirmed and ready for issuance at the PSA</p>			
Total			5 days and 55 minutes	

7. PETITION FOR CORRECTION OF CLERICAL ERROR OR TYPOGRAPHICAL ERROR (R.A. 9048)

R.A. 9048 authorizes Municipal Civil Registrar to effect in the correction of clerical error or typographical error without need of a judicial order, except as the nationality, age and status of the applicant as appearing in his/her birth certificate, which can only be affected by the court.

Office or Division:		Local Civil Registry Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may Avail:		All residents in the municipality of San Ildefonso, Ilocos Sur		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Security paper (SECPA) of the documents containing wrong entry		Philippine Statistics Authority		
Baptismal Certificate		Parish rectory		
Birth Certificate of husband/ wife (for marriage petition)		Philippine Statistics Authority		
Voter's Certificate		Comelec		
Any other documents that prove the correct entry such as old ID's, GSIS, Driver's license, SSS, Insurance, passbooks, service records, appointments, etc. (2 photo copies)		Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements	1.a Receive and review the document;	*Php 1,0000-filling fee	20 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.b Provide the petition form (R.A. 9048 For No. 1.1) to the client and prepare the notice of posting and post on the MCR bulletin board for 10 days;	*Php 300.00 =service fee	15 minutes	Ilda Pagud (Administrative Aide IV)
	1.c Issue order of payment upon receipt of the accomplished petition form		10 days	
			1 minute	
2. Submit the official receipt and sign the prepared petition.	3.1 Receive the official receipt and transmit the petition and supporting evidence to the Philippine Statistics Authority Legal Department for affirmation of MCR approval petition;	none	15 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
	3.2 The petitioner will be contacted once the petition is affirmed and ready for the issuance at the PSA.			
Total			10 days and 51 minutes	

8. AFFIDAVIT TO USE THE SURNAME OF THE FATHER (R.A. 9255)

Illegitimate children allowed to use the surname of their father upon due application and filling of required documents with the Local Civil registrar

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth (original)		Philippine Statistics Authority		
Community Tax Certificate		Municipal treasury office		
Valid ID's (2 photo copies)		Government issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1.1 Receive and review the documents	*Php 500 AUSF fee	20 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.2 Prepare affidavit to use the surname of the father; annotated certifications and assigned registry number and date of registration;		20 minutes	Ilda Pagud (Administrative Aide IV)
	1.3 Record in the register of legal instrument;		5 minutes	
	1.e Issue order of payment		1 minutes	
2. Present the Official receipt and receive the documents	2. Receive the official receipt and Release the document	None	5 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			51 minutes	

9. PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR– SEX, DATE AND MONTH OF BIRTH (R.A. 10172)

R.A. 10172 Authorizes the Municipal Civil Registrar to effect and correct clerical or typographical error without need of a judicial order, except as the nationality, age and status of the applicant as appearing in his birth certificate, which can only be effected by court order.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	All residents born in the municipality of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth containing wrong entry (2 copies original)		Philippine Statistics Authority		
Local copy of birth certificate		Municipal Civil Registrar		
Certificate of baptism (2 photo copies)		Parish rectory		
Earliest school record (form 137) (2 photo copies)		School authority		
Medical record (check-up) (2 photo copies)		Hospital authority		
Voter's registration record (2 photo copies)		COMELEC		
Marriage certificate(2 photo copies)		Philippine Statistics Authority/ Municipal civil registrar's office		
Birth certificate of children (2 photo copies)		Philippine Statistics Authority/ Municipal civil registrar's office		
NBI Clearance (2 photo copies)		NBI office		
Police Clearance (2 photo copies)		Police Office		
Employer's clearance (if applicable)		employer		
Affidavit of non-employment (if not employed)		Notary public		
Medical from rural health unit		Rural Health Unit-San Ildefonso, Ilocos Sur		
Certificate of Authenticity		Rural Health Unit-San Ildefonso, Ilocos Sur		
Any other documents that proves the sex, day and moth of birth such as old ID's, driver's license, SSS, insurance, passbook, service record, appointment, etc. (2 photo copies)		Government agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and review the documents;	*Php 3,000.00= filling fee	20 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.2 Provide the petition form (R.A. 9048/R.A 10172 form No. 1.1) to the client;	*Php 300.00 =service fee	15 minutes	Ilda Pagud (Administrative Aide IV)

	1.c Issue order of payment upon receipt the accomplished petition form.		1 minute	
3. Submit the official receipt and sign the prepared petition	3.1 Receive the official receipt; 3.2 Prepare notice of posting and post to LCR Bulletin; issue notice of publication to the petitioner	none	1 minutes 3 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
4. Submit the notice of publication to newspaper publisher to publish petition			2 consecutive weeks	Newspaper publisher

5. Submit Affidavit of publisher and copy of newspaper clippings to the LCR once the publication is completed	5.1 Receive the newspaper clippings and affidavit of publication and decide merit of petition within 5 days and transmit the petition & supporting evidence to the Philippine Statistics Authority Legal Department for affirmation of MCR approval petition.		15 minutes	Priscilla Purisima Municipal Civil Registrar
	5.2 The petitioner will be contacted once the petition is affirmed and ready for the issuance at the PSA.		5 days	
Total			5 days and 55 minutes	

10. REGISTRATION OF LEGITIMATION

Legitimation is the act of providing legitimacy, it is the process whereby an act process or ideology becomes LEGITIMATE.

Office or Division:	Local Civil Registry Office	
Classification:	Simple	
Type of Transaction:	Government to Client	
Who may Avail:	All residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of live birth (1 original)		Philippine Statistics Authority
Joint affidavit of legitimation signed by both parents		Municipal Civil Registrar or Notary Public
Certificate of no Marriage (CENOMAR) of parents (2 photo copies)		Philippine Statistics Authority

Marriage certificate (2 photo copies)		Philippine Statistics Authority/ Municipal Civil Registrar's Office		
Community Tax Certificate		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and review the documents;	*Php 500.00-filing fee	20 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.2 Prepare the affidavit of legitimation and assigned registry number, date of registration, and certifications;		20 minutes	Ilda Pagud (Administrative Aide IV)
	1.4 Record in the registry of legal instrument;		5 minutes	
	1.5 Issue order of payment		1 minute	
2. Submit the official receipt and sign the affidavit of Legitimation	2. Receive the official receipt and release the document; 3. Advice the client to send the documents to the Philippine Statistics Authority	none	5 minutes	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			51 minutes	

11. REGISTRATION OF COURT DECREE

Registration of Court orders is necessary before the annotation of certificates be effected.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may Avail:	All residents born in the municipality of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 set of court decision (certified)		Court		
Certificate of finality (certified)		Court		
Certificate of authenticity (certified)		Court		
Certificate of registration		Municipal Civil Registrar where the court is located		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Examine the document;	Php 1,500 = annulment of marriage, declaration of absolute nullity of marriage, court order setting aside decree of legal separation	20 minutes	Priscilla Purisima (Municipal Civil Registrar)
	1.2 Prepare the annotated and un-annotated certificate and sign;		15 minutes	Ilda Pagud (Administrative Aide IV)
	1.3 Issue order of payment;		1 minute	
2. Receive copy of annotated document;	3. Release the document	None	1 minute	Priscilla Purisima (Municipal Civil Registrar) Ilda Pagud (Administrative Aide IV)
Total			37 minutes	

MUNICIPAL AGRICULTURE OFFICE

External Services

1. PROVISION OF TECHNICAL ASSISTANCE

The Municipal Agriculture Office offers free field technical services and other extension services. The concerned Agricultural Extension Worker's (AEW's), upon request, does actual fieldvisitation and give on-the-spot recommendations.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client/s			
Who may avail:	Rice, High Value Crops, Livestock and Fish Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Agricultural Extension Workers regarding the concern	1. Interviewthe client	None	5 minutes	<i>Ricardo D. Formoso Livelihood Assistant A</i>
1.1 For crops and livestock	1.1.1 Conduct field inspection/Visit and inform proper needed technologies		60 minutes	<i>Renel C. Pintor Agricultural Technologist</i>
	1.1.2 Recommend proper preventive and control measures of pests and diseases			<i>Manuel T. Rocod Cooperative Management Specialist I</i>
1.2 For fisheries	1.2.1 Undertakes Aquafarm inspection/visits and inform proper needed technologies			<i>John Glenn C. Pagud Municipal Agriculturist</i>
	1.2.2 Recommend proper management, development and conservation of fisheries and aquatic resources			
TOTAL			1 hour and 5 minutes	

2. DISTRIBUTION OF SUBSIDIZED COMMODITIES (RICE, CORN, VEGETABLES) AND OTHER PRODUCTION INPUTS

The Municipal Agriculture Office will ensure the quality and quantity of produce through the distribution of hybrid and certified seeds, and other production inputs to farmers

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Registered Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Number		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult regarding available subsidized commodities and other interventions	1.1 Interviewthe client and verify if he/she is included in the master list	None	5 minutes	Ricardo D. Formoso Livelihood Assistant A Renel C. Pintor Agricultural Technologist
2. Sign and receive the requested interventions	3.1 Assist the client in accomplishingthe receiving form and release the requested interventions	None	5 minutes	Manuel T. Roco Cooperative Management Specialist I John Glenn C. Pagud Municipal Agriculturist
TOTAL			10 minutes	

3. PROVISION OF ANIMAL HEALTH CARE SERVICES

The Municipal Agriculture Office personnel extends animal health care services to thelivestock raisers/growers' clientele which is schedules per barangay.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Livestock Raisers/Growers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		-		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request for the schedule of vaccination /deworming	2.1 Confirm the schedule for vaccination / deworming	None	5 minutes	<i>Ricardo D. Formoso Livelihood Assistant A</i> <i>Renel C. Pintor Agricultural Technologist</i> <i>Manuel T. Rocod Cooperative Management Specialist I</i> <i>John Glenn C. Pagud Municipal Agriculturist</i>
TOTAL			5 minutes	

3. ISSUANCE OF CERTIFICATION AND OTHER PERTINENT DOCUMENTS

Issuance of certification and other pertinent documents from Agriculture Office

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Loan Purposes:</u> a. Letter Request <u>Animal Inspection/Plant's Certificate</u> a. Barangay Certificate <u>Animal Health Certification/Transport</u> a. Certificate of Animal Origin b. Transport Carrier License c. BAI Certification d. Handler's License e. Animals to be inspected f. Vaccination Record (if required) Certificate for Land Reclassification a. Tax Declaration		-Requesting Client -Barangay Captain -Barangay of origin through Barangay Captain -Bureau of Animal Industry (BAI) -BAI -BAI -Requesting Client -Requesting Client/ Farm Veterinarian -Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1.1 Check the completeness of the requirements 1.2 Issue Order of Payment	None	5 minutes	<i>Ricardo D. Formoso Livelihood Asst. A</i>
2. Present official receipt and claim document	2.1 Issue document		5 minutes	<i>Ricardo D. Formoso Livelihood Asst.</i>

				A Renel C. Pintor Agricultural Technologist Manuel T. Rocod Cooperative Development Specialist I John Glenn C. Pagud Municipal Agriculturist
TOTAL		10 minutes		

4. PROVISION OF INSURANCE SERVICES FOR CROPS, FISHERIES, LIVESTOCK AND LIFEINSURANCE

The Municipal Agriculture Office renders technical assistance in availing the program ofPhilippine Crop Insurance Corporation

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of any Government issued ID (2copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and provide information/ data	1.1 Interview the client and validate if he/she is included in the Registry System for Basic Sectors in Agriculture (RSBSA)	None	15 minutes	Ricardo D. Formoso Livelihood AssistantA Renel C. Pintor Agricultural Technologist

2. Sign the necessary documents and pay the desired amount to be covered (for life insurance only)	2.1 Assist the client in accomplishing the receiving form	None (For Life Insurance - Depends on the desired insurance coverage) *See Table A	5 minutes	Manuel T. Rocod Cooperative Development Specialist I John Glenn C. Pagud Municipal Agriculturist
	2.2 Submit properly filled-up application to the nearest branch office of the Philippine Crop Insurance Corporation (PCIC)		2 days	
TOTAL			2 days, 20 minutes	

5. AGRICULTURAL BASE DATA

The Municipal Agriculture Office provides free access of agricultural base data to all concerned individuals, in private or in public institutions, for their research and policy making.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All private and public individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State concern	1.1 Prepare and print data	None	15 minutes	<i>Ricardo D. Formoso</i> <i>Livelihood Assistant A</i> <i>Renel C. Pintor</i> <i>Agricultural Technologist</i>
2. Claim Document	2.1 Issue Document	None	1 minute	<i>Manuel T. Rocod</i> <i>Cooperative Development Specialist I</i> <i>John Glenn C. Pagud</i> <i>Municipal Agriculturist</i>
TOTAL			16 minutes	

6. PROJECT PROPOSALS, RESOLUTIONS AND FARM BUSINESS PLAN PREPARATIONS

The Municipal Agriculture Office renders technical assistance to Rural-based Organizations in the preparation of project proposals, resolutions and farm business plans in order to avail farm machineries, equipment, projects and financial assistance from DA and other agencies.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All private and public individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Photocopy)		SEC, CDA		
2. Good Standing (1 Photocopy)		SEC, CDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and state purpose	1.1 Prepare and print project proposal, resolution and farm business plan and cooperative plan	None	2 days	Renel C. Pintor Agricultural Technologist Manuel T. Rocod Cooperative Development Specialist I John Glenn C. Pagud Municipal Agriculturist
2. Receive project proposal, resolution and farm business plan	2.1 Print and issue documents	None	5 minutes	Renel C. Pintor Agricultural Technologist John Glenn C. Pagud Municipal Agriculturist
TOTAL			2 days & 5 minutes	

7. ASSISTANCE IN DOCUMENTATION AND REGISTRATION OF COOPERATIVES, FARMERS ASSOCIATIONS AND OTHER NON-GOVERNMENT ORGANIZATIONS

The Municipal Agriculture Office facilitates the documentation and registration of cooperatives, farmers associations and other NGOs based on the group's interest and their need to be registered

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Cooperatives, Farmers Associations and other NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company Registration		www.cda.gov.ph , www.sec.gov.ph		
Registration Application Form Summary				
By-Laws				
Articles of Incorporation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the registration requirements	1.1 Checks the completeness, correctness and authenticity of the documents	None	10 minutes	<i>Manuel T. Rocod</i> Cooperatives Development Specialist <i>Renel C. Pintor</i> Agricultural Technologist <i>John Glenn C. Pagud</i> Municipal Agriculturist
2. Submit corrected/completed documents	2s.1 Conducts final checking of documents submitted 3.2 Submit documents to CDA/ SEC personnel 3.3 Advice the client for approval	None	10 minutes	
TOTAL			20 minutes	

Table A:

AGRICULTURAL PRODUCERS PROTECTION PLAN

Agricultural Producers Protection Plan (AP³) is an insurance protection for agricultural producers, farmers, fisherfolk and other stakeholders that covers death of the insured due to accident, natural causes, and murder or assault.

I. ELIGIBILITY

Agricultural producers, farmers and fisherfolk, preferably with existing agricultural and/or crop insurance coverage with PCIC, including their family members up to the 4th degree of consanguinity or affinity; farm workers, hired or otherwise; and other agricultural stakeholders whose age ranges from fifteen (15) to eighty (80) years old and generally in healthy condition.

II. PERIOD OF INSURANCE COVERAGE

- **Duration** — One (1) year period.
- **Commencement** — On the date indicated on the Certificate of Cover (COC).
- **Termination** — On the expiry date indicated in the COC.

III. PRINCIPAL SUM AND ANNUAL PREMIUM

Annual Premium Per Insured	PLAN/PREMIUM							
	P 15T	P 20T	P 25T	P 30T	P 35T	P 40T	P 45T	P 50T
	112.50	150.00	187.50	225.00	262.50	300.00	337.50	375.00

Notes:

1. Premium Rate is 0.75%, regardless of age. Premiums are inclusive of taxes.
2. Under the group insurance cover, a group can only avail of one (1) group plan; however a group member may avail of an additional plan;
3. Two (2) or more policies may be availed of at any given time per insured individual, provided, the aggregate sum insured per individual shall not exceed ₱ 100,000, all to be honored separately in case of claims;
4. Those with ages sixty six (66) to eighty (80) years old shall be covered up to a maximum of ₱ 50,000.00 only.

IV. COVERED RISKS

Death of the insured resulting from:

- Accident;
- Natural causes; and
- Murder or assault

Dismemberment/disablement benefits due to accident, as follows:

Description	Maximum Benefits	Remarks
Loss of both hands or both feet or sight of both eyes	100%	The benefits shall be based on the total sum insured (percentage of TSI)
Loss of either hand or foot and sight of one eye	100%	
Loss of one hand and one foot	100%	
Loss of either hand or foot	50%	
Loss of sight of one eye	50%	

V. EXCLUDED RISKS

Death caused by any of the following:

- War, invasion, act of foreign enemy, hostilities, or warlike operations, mutiny, terrorism, riot, civil commotion, strike, civil war, rebellion, revolution and insurrection, and atomic fission or radioactive contamination;
- Intentionally self-inflicted injuries, suicide or any attempt thereof, while sane or insane;
- Vehicular accidents while driving under the influence of liquor or prohibited drugs;
- Rendering military and paramilitary services;
- Engagement in hazardous sports or occupation;
- Illegal acts of the insured;
- Engagement in aviation other than as a passenger in commercial flight;
- Abortion, except when pursued as a medical intervention; and
- Incidents occurring before the effectivity and after the expiry of the insurance coverage as indicated in the COC.

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services



1. ISSUANCE OF LOCATIONAL CLEARANCE

All enterprises of public and private persons constructing new buildings or applying for expansion/renovation are required to secure Zoning Clearance upon application of Building Permit. This should be done before the start of the construction to ensure that the building to be constructed or activity to be undertaken is allowed in the area as per Comprehensive Land Use Plan of the Municipality.

Office or Division:	Municipal Planning and Development Office (MPDO)		
Classification:	Complex		
Type of Transaction:	G2C-Government to Client		
Who may avail	Undergoing Constructions		
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE	
1. Duly notarized Application Form for Zoning Clearance		• MPDO	
2. Vicinity Map - (1 original)		• Assessor's Office	
3. Bill of Materials - (1 original)		• Owner/Practicing Professionals (Architect/Engineer)	
4. Real Property Tax Declaration- (1 original / Certified Photocopy)		• Assessor's Office	
5. Site Development Plan (For Embankment) - (1 original)		• Owner/Practicing Professionals (Architect/Engineer)	
6. Environmental Clearance Certificate (ECC), when needed - (1 issued)		• Department of Environment and Natural Resources (DENR)	
7. Affidavit of Non-Objection of adjacent lot Owners, when needed - (1 issued)			
8. If lot is not owned – Duly Notarized copy of:			
- Contract of lease			
- Deed of Absolute Sale			
- Authorized to Occupy/Use lot			
- Special Power of Attorney			
Other documents: - (1 Original)			
- Affidavit of Undertaking			
- Ordinance of Reclassification or Conversion			



- Order from Department of Agrarian Reform (DAR)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notarized Application Form with the required documents	1.1. Validate the documents submitted as per checklist	None	5 minutes	ARCH. RYAN JAY PECHO, ENP MPDC APPLE JOY PUMEG-AS Planning Officer II
	1.2. Review and assess the Bill of Materials and schedule for site inspection	None	5 minutes	ARCH. RYAN JAY PECHO, ENP MPDC
	1.3. Site Inspection		3 hours	ARCH. RYAN JAY PECHO, ENP MPDC
	1.4. Issue Order of payment based on chart	Refer to Chart below	5 minutes	PERLITO TAPICERIA Admin Aide IV ARCH. RYAN JAY PECHO, ENP MPDC
2. Pay	2.1. Receive payment and Issue Official Receipt	Refer to Order of Payment	5 minutes	MERRIAM REVIBES Revenue Collection Clerk III TERESITA ROJAS Revenue Collection Clerk III



3. Present Official Receipt	3.1. Receive Official Receipt and	None	2 minutes	PERLITOTAPICE RIA MYRNA RAFANAN APPLE JOY PUMEG-AS
	3.2 Prepare, print and sign the Locational Clearance	None	5 minutes	Planning Officer II PERLITOTAPICE RIA APPLE JOY PUMEG-AS Planning Officer II
	3.3 Record and Issue	None	3 minutes	ARCH. RYAN JAY PECHO, ENP MPDC MYRNA RAFANAN Draftsman III
	TOTAL		Refer to chart	3 hours and 30 minutes



FEES: (Subject to change without prior notice)

A. Residential Structure, Single or Detached, Other than Apartment/Townhouses, Dormitories and Subdivisions/Condominiums, The project Cost of which:	
	HLURB Rates
1. P 100,000.00	P 288.00 + 12
2. Over P 100,000 to P 200,000	P 576.00 + 12
3. Over P 200,000.00	
B. Apartments	
1. Project cost of P 500,000.00 and below	P 1,440.00
1. Over P 500,000 to 2 million	P 2,160.00
2. Project cost over P 2 million million	P 3,600 .00 + 1/10 of 1% of cost excess of P 2.M regardless of number of doors
C. Dormitories	
1. Project cost of P 2 Million and below	P 3,600.00
2. Project cost over P 500,000	P 3,600.00 + 1/10 Of 1% Of cost in excess of 2.M regardless of number of rooms
D. Institutional:	
1. Below P 2 Million	P 2,880.00
2. Over P 2 Million	P 2,880.00 + 1/10 of 1% of cost in excess of P 2. M
E. Commercial, Industrial, Agro-Industrial:	
1. Below P 100,000.00	P 1,440.00
2. Over P 100,000.00 – P 500,000.00	P 2,160.00
3. Over P 500,000.00	P 2, 880.00
4. Over P 1 Million-P 2 Million	P 4,320.00
5. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P 2 Million
F. Special Uses/ Special Projects including Memorial Parks:	
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.	
1. Below P 2 Million	P 7,200.00
2. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P 2 Million
G. Alteration/Expansion (Affected Area/Cost of Expansion Only) Same as Original Application	



2. ISSUANCE OF ZONING CERTIFICATE

Zoning Certification is requested for record and reference purposes, based on the Comprehensive Land Use Plan of the municipality.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business/Client			
Who may avail:	Lot owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of: 1. Letter-Request addressed to the Zoning Coordinator/Planning and Development Officer 2. Lot Plan with vicinity map drawn to scale signed by a Geodetic Engineer 3. Transfer Certificate of Title (TCT) or Deed of Sale 4. Real Property Tax Declaration 5. Certificate of Real Property Tax Payment 6. If applicant is not the owner: Duly notarized copy of Contract of Lease or Deed of Absolute Sale, and authority to Occupy or Use 1. Special Power of Attorney of land owner's authorized representative, if any		<ul style="list-style-type: none"> • ASSESSORS OFFICE • TREASURERS OFFICE 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with the required documents	1.1 Receive and check the documents.	None	3 minutes	PERLITO TAPICERIA Admin Aide IV APPLE JOY PUMEG-AS Planning Officer II
	1.2 Issue Order of Payment	Php 720	2 minutes	ARCH. RYAN JAY PECHO, ENP MPDC



3. Pay	2.1 Receive payment Issue Official Receipt	Refer to Order of payment	5 minutes	MERRIAM REVIBES Rev. Coll. Clerk III TERESITA ROJAS Rev. Coll. Clerk III
4. Present Official Receipt	3.1 Prepare, sign and issue Zoning Certificate	None	5 minutes	PERLITOTAPICERIA APPLE JOY PUMEG-AS Admin. Aide IV ARCH. RYAN JAY PECHO, ENP MPDC
	3.2 Record and Issue	None	3 minutes	MYRNA RAFANAN Draftsman III
TOTAL		P 720.00/ document	18 minutes	



3. ISSUANCE OF DATA FROM MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

Information about the Municipality and its development thrust, plans, programs and projects are available at the MPDO which includes:

- Socio-Economic Profile
- Land Use Plan
- Economic Development Data
- Development Plans
- Municipal statistics
- Municipal and Barangay Maps

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government / G2B - Government to Business/ G2C - Government to Client Citizens			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request stating the data/information needed and purpose. 2. Identification Card of the requesting party		Self-produced		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request and ID for verification	2.1. Receive the letter and verify availability of data.	None	10 minutes	PERLITO TAPICERIA Admin Aide IV APPLE JOY PUMEG-AS Planning Officer
	2.2. Issue Information /documents	None	10 minutes	APPLE JOY PUMEG-AS Planning Officer ARCH. RYAN JAY PECHO, ENP MPDC
TOTAL		None	20 minutes	



4. ISSUANCE OF DEVELOPMENT PERMIT

The Development Permit is the final permit issued or granted to any developer already issued with Preliminary Approval and Locational Clearance (PALC) which will allow him/her proceed with the detailed and necessary development activities as reflected in the approved plans

Office or Division:	Municipal Planning and Development Office (MPDO)	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government / G2B - Government to Business/ G2C - Government to Client Citizens	
Who may avail:	Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Preliminary Approval and Locational Clearance (PALC) only: a) Four sets of the following documents duly signed by licensed Engineer/Architect: <ul style="list-style-type: none">• Vicinity Map (with a minimum of 2 kilometer-radius from the periphery of the project site. Showing the relationship of the proposed project to existing community facilities and utilities• Site Development Plan (Schematic Plan) showing the proposed lay-out• Survey Plan of the lots as described in the Certificates of Titles of Lots subject of the application		Office of Municipal Planning and Development Office
b) Certified True Copy of Titles and Tax Declaration (Certification should not be more than 3 months old upon filing of application- 1 copy)		Office of the Municipal Assessor
c) Conversion Clearance from Department of Agrarian Reform (DAR) – For Agricultural Lands only (2 copies)		Department of Agrarian Reform (DAR)
For Integrated PA/LC and Development Permit or Final Subdivision Approval/ Development Permit: a) All of the above requirements for PA/LC		



b) Topographic Plan to include existing conditions like boundary line, streets and easement/ utilities and adjacent to the project ground/ spot elevation and other condition on the land (2 copies) c) For Land Development Projects (duly signed by a Licensed Engineer/Architect) – 4 copies <ul style="list-style-type: none"> • Final Site development/ Subdivision Plan • Road Design (Geometric and Structural Design) 3. Storm Drainage and Sewer System Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for review and assessment	1.1 Receive documents submitted	None	5 minutes	APPLE JOY PUMEG-AS Planning Officer II
	1.2 Review documents	None	15 minutes	RYAN JAY PECHO MPDC
	1.3 Conduct inspection at the applied location of the project	None	1 hour	RYAN JAY PECHO MPDC PERLITO TAPICERIA Admin Aide IV
	1.4 Issue Order of Payment	Refer to Table below	5 minutes	RYAN JAY PECHO MPDC
2. Pay	3 Receive payment and Issue Official Receipt	Refer to Order of payment	5 minutes	MERRIAM REVIBES Rev. Coll. Clerk III TERESITA ROJAS Rev. Coll. Clerk III
4. Present Official Receipt	3.1 Prepare, sign and issue approved Development Permit	None	5 minutes	PERLITOTAPICERIA Admin Aide IV APPLE JOY PUMEG-AS Planning Officer II
		None	3 minutes	ARCH. RYAN JAY PECHO, ENP MPDC MYRNA RAFANAN



	3.2 Record and Issue			Draftsman III
TOTAL			1 hour 38 minutes	

FEES: (Subject to change without prior notice)

1. SUBDIVISION AND CONDOMINIUM PROJECTS (under PD957)	
A. Subdivision Projects	
1. Approval of Subdivision Plans (including townhouse)	
1. Preliminary Approval and Location Clearance (PALC) / Preliminary Subdivision Development Plan (PSDP)	
• Processing Fee	P360/ ha. or a fraction thereof
• Inspection Fee	P1,500/ ha regardless of density
2. Final Approval and Development Permit	
• Processing Fee	P2,880 / ha regardless of density
Additional Fee on Floor Area of housing component	P3.0/ sqm
• Inspection Fee	P1,500 / ha regardless of density
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
SUBDIVISION AND CONDOMINIUM PROJECTS (under BP220)	
A. Subdivision Projects	
1. Approval of Subdivision Projects	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	
a. Socialized Housing	P90/ha
b. Economic Housing	P216/ha
• Inspection Fee	
a. Socialized Housing	P1,500/ha
b. Economic Housing	P1,500/ha
2. Final Approval and Development Permit	
• Processing Fee	
a. Socialized Housing	P600/ha
b. Economic Housing	P1,440/ha
• Inspection Fee	
a. Socialized Housing	P1,500/ha
b. Economic Housing	P1,500/ha
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (Affected Areas Only)	Same as Final Approval and Development Permit
4. Building Permit (floor area of housing unit)	P7.20/sqm



SANGGUNIANG BAYAN OFFICE

External Services



1. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT

Prospective operators of motor tricycles should first secure a Motorized Tricycle Operator's Permit (MTOP) from the Sangguniang Bayan. An MTOP is a document granting franchise or license to a person, natural or juridical, allowing him to operate tricycle-for-hire over specified zones. Only Filipino citizens and partnership or corporation with sixty percent (60%) Filipino equity shall be granted the MTOP. No MTOP shall be granted by the municipality unless the applicant is in possession of units with valid registration papers from the Land Transportation Office (LTO). MTOP issued has a validity of three (3) years.

1.A For New Applicant / Renewal

Office or Division:		Sangguniang Bayan (SB) Office			
Classification:		Highly Technical			
Type of Transaction:		G2C – Government to Citizens			
Who may avail:		Motorized Tricycle Operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Filled out Application Forms (2 copies) 2. Community Tax Certificate (1 Photocopy) 3. 2pcs 1x1 picture of driver 4. Photocopy of Barangay Clearance 5. Photocopy of Driver's License 6. Photocopy of Official Receipt/ Certificate of Registration (OR/CR) from LTO 7. Photocopy of the Insurance Policy of vehicle (1) 8. Photocopy of the Deed of Sale, if applicable			Owner/Operator Municipal Treasury Office/Barangay Owner/Operator		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1	Submit complete requirements (Sangguniang Bayan Personnel Assigned)	1.1 Evaluate the requirements submitted and issue an order of payment	MTOP Fee – Php750.00 Parking Fee – 200.00	30 minutes	JOEY P. TADIQUE Bookbinder II



in Treasury Office)		Inspection Fee – 100.00 Permit to Operate (Mayor's Permit) – 300.00 Service Fee – 150.00		
2. Return the notarized MTOP Application Form and received the MTOP	2.1 Release the MTOP Application Form and Special Authority for Motorcycle-for-hire Franchise.	None	15 minutes	JOEY P. TADIQUE Bookbinder II
TOTAL		1,050.00	45 minutes	

2. ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS UPON REQUEST

Furnish, upon request of any interested party, certified copies of records of public character in custody, upon payment to the Municipal Treasury Office of such fees as may be prescribed by ordinance.

Office or Division:	Sangguniang Bayan (SB) Office			
Classification:	Simple			
Type of Transaction:	Multiple Type of Instruction			
Who may avail:	Citizen/Business/Corporation/Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Citizen/Business/Corporation/Other Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter request to SB Office and wait for the order of payment	1.1 Receive the request		2 minutes	PAULINE P. CORTEZ SB Secretary
	1.2 Locate the file / record copy of the requested documents		20 minutes	PAULINE P. CORTEZ SB Secretary
	1.3 issue order of payment	P 70.00 per page (Secretary's Fee)	15 minutes	PAULINE P. CORTEZ SB Secretary
2. Present the payment receipt to SB Office for the release of the requested document.	2.1 Release the requested document	None	3 minutes	PAULINE P. CORTEZ SB Secretary
TOTAL		Php 70.00 per page	40 minutes	

3. FILING OF ADMINISTRATIVE CASE / COMPLAINT AGAINST ERRING BARANGAY OFFICIALS

A complaint against any elective barangay official shall be filed before the Sangguniang Bayan pursuant to the authority vested under Section 61 of R. A. 7160 otherwise known as the Local Government Code of 1991.

Office or Division:	Sangguniang Bayan (SB) Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Any interested citizen/party	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



<ol style="list-style-type: none"> 1. Notarized Affidavit of Complaint (should contain the complete name and designation the respondent/s including prayer) 2. Notarized Certificate of Non-Forum Shopping 3. Affidavit/s of witness/es 4. Certified Copies of evidence/s in support of the charge/s 5. Other documents to support the complaint 		<ul style="list-style-type: none"> • Citizen/Complainant • Citizen/Complainant • Citizen/Complainant/Witness/es • Concern agencies/offices • Citizen/Complainant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook and submit complete requirements to the Office of the Sangguniang Bayan in two (2) sets/ copies.	1.1 Check and evaluate the requirements submitted and receive the documents. If incomplete, inform the client in writing the lacking requirements.	None	20 minutes	PAULINE CORTEZ SB Secretary
	1.2 Within 7 days upon receipt of the complaint, notify the respondent about it and demand for his verified answer within 14 working days upon receipt		7 days	PAULINE CORTEZ SB Secretary
	1.3 Upon receipt of the response, calendar the business on the next session and determine if there is a probable cause to that particular complaint and for the body to choose if they will create an adhoc committee or		Maximum of 14 days	ROBERT RIEGO Vice Mayor
			10 working days	PAULINE CORTEZ SB Secretary
				Ad-hoc Committee



	<p>hear the matter committee as a whole</p> <p>1.4 Preparation for the Preliminary Conference and set its schedule</p>			
2. Attend Preliminary Conference	2.1 Conduct a Preliminary Conference to convince both parties to have an amicable settlement.	none	1 day	Ad-hoc Committee
3. Attend scheduled hearings and ocular inspection	<p>3.1 Schedule and conduct Committee Meetings, Hearings and Ocular Inspection</p> <p>3.2 Prepare & Submit Individual Committee Member Recommendation.</p> <p>3.3 Render and approve Committee's Majority decision in a regular session of the Sanggunian.</p> <p>3.4 Prepare Resolution and submit the same to Vice Mayor & Committee Members for their signature</p> <p>3.5 Issue or release copies of the decision to both parties</p> <p>3.6 Disseminate copies of the decision to other</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Maximum of 90 days</p> <p>(step 1-7)</p>	<p>Ad-hoc committee</p> <p>Ad-hoc committee</p> <p>Ad-hoc committee</p> <p>Ad-hoc committee</p> <p>PAULINE CORTEZ SB Secretary</p> <p>PAULINE CORTEZ</p>



	concern offices and agencies			SB Secretary
TOTAL		None	122 days and 20 minutes.	

4. ISSUANCE OF CSO ACCREDITATION

The Local Government Code of 1991 mandates local government units to promote the active participation of non-governmental organizations (NGOs) in government affairs and activities towards common objective. DILG Memorandum Circular No. 2019 – 72 provides for the guidelines in the accreditation of civil society organizations which provides that the power to issue CSO Accreditation is within the Sangguniang Bayan.

Office or Division:	Sangguniang Bayan (SB) Office		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Civil Society Organizations/Non-Government Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Application		CSO/NGO	
2. Duly accomplished Application Form for Accreditation		CSO/NGO	
3. Board Resolution signifying intention for accreditation or re-accreditation		CSO/NGO	
4. Certificate of Registration from the appropriate government agency or body		CSO/NGO	
5. List of Current Officers and Members		CSO/NGO	
6. Original Sworn Statement stating that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No. 2019 – 72 dated May		CSO/NGO	



22, 2019, and after securing accreditation from the Sangguniang Bayan	CSO/NGO
7. Previous Year's Annual Accomplishment Report	CSO/NGO
8. Previous Year's Financial Statement	CSO/NGO
9. Profile indicating the purposes and objectives of the organization	CSO/NGO
10. Copy of the Minutes of the Meeting of the organization	Barangay where NGO/CSO Office is located
11. By-laws of the organization	Municipal Agriculture Office
12. Barangay Certification that the association is existing	CSO/NGO
13. MAO Certification attesting to the existence of the association (for farmers Association only)	
14. Other documents that would support the request accreditation	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook and submit complete requirements	1.1 Review the completeness and veracity of the documents.	None	10 minutes	PAULINE CORTEZ SB Secretary
	1.2 Include the application in the Calendar of Business for the next scheduled SB session.	None	1 regular session day	SB Committee on Rules, SB Secretary
	1.4 Refer the application to appropriate /committee concern	None		Presiding Officer
2. Attend committee meetings, hearings, and ocular	2.1 Schedule and conduct committee meetings, hearings, and	None		PAULINE CORTEZ SB Secretary



inspection (If necessary)	ocular inspection.	None	Maximum of 5 working days	SB Committee concern
	2.2 Prepare Committee Report and Proposal	None		SB Committee on Rules, SB Secretary
	2.3 Schedule and calendar the report and proposal in SB Session for approval	None		PAULINE CORTEZ SB Secretary
	2.4 Draft the approval document and submit the same to Vice Mayor & Mayor for signature	None	5 minutes	PAULINE CORTEZ SB Secretary
	2.5 Receive approved and signed document			
3. Proceed to SB Office for the awarding of the certificate of accreditation,	3.1 Conduct awarding ceremony	None	1 Regular session day	SB Office
TOTAL		None	7 days and 15 minutes	

5. REVIEW OF BARANGAY BUDGET and ORDINANCES

Section 57 of R. A. 7160 otherwise known as the Local Government Code of 1991 states that within ten days of enactment of an ordinance, the Sangguniang Barangay shall furnish copies of all the barangay ordinances to the Sangguniang Bayan for review as to whether the ordinance is consistent with law and municipal ordinances.



Office or Division:	Sangguniang Bayan (SB) Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of the ordinance for review		Barangay Secretary		
2. Minutes and attendance of public hearing for ordinances requiring prior public hearing		Barangay Secretary		
3. For budget reviews, initial review certification and checklist from the Municipal Budget Officer is required		Municipal Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out logbook	1.1 Check and evaluate the requirements submitted and receive the documents.	None	15 minutes	Pauline Cortez SB Secretary
1.2 Submit complete requirements to the Office of the Sangguniang Bayan in two (2) sets/ copies.	1.2 Calendar the business on the next session	None	2 minutes	Pauline Cortez SB Secretary
	1.3 Refer to the committee on rules and privileges, Legal Matters and Good Government	None		Robert Riego Vice Mayor
	1.4 Schedule and conduct committee meetings/hearings.	None	1 regular session day	Pauline Cortez SB Secretary
	1.5 Prepare Committee Report and Proposal	None	(step 3-5)	SB Committee concern
	1.6 Schedule and calendar the report and proposal in SB Session for approval	None		
		None		



	1.7 Draft the final approval and submit the same to Vice Mayor & Mayor for signature 1.8 Receive the approved and signed document	None	2 working days 5 minutes	SB Committee on Rules and SB Secretary Pauline Cortez SB Secretary
2. Proceed to SB Office for the release of the approved document.	2.1 Release the approved document	None	2 minutes	Pauline Cortez SB Secretary
TOTAL		None	3 days and 24 minutes	

6. FILING OF APPLICATION FOR THE APPROVAL OF RECLASSIFICATION OF AGRICULTURAL LAND TO OTHER PURPOSE

Republic Act 7160, also known as the Local Government Code of 1991, vests a Municipality thru its Sanggunian with authority to reclassify agricultural land to other purpose.

Office or Division:	Sangguniang Bayan (SB) Office
Classification:	Highly Technical
Type of Transaction:	Multiple Type of Transaction
Who may avail:	Citizen/Business/Corporation/Other Government Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter of intent addressed to the Vice Mayor. 2. Title of the Property 3. Tax Declaration of the Property 4. Certification from the Municipal Treasurer certifying for the payment of Real Property Tax 5. Barangay Resolution interposing no objection in the request reclassification 6. Certification from DAR - PARO certifying that the property is a Non-CARP Coverage 7. Certification from the Municipal Agriculture Office that the property is no longer feasible and viable for agricultural production / purposes 8. Certification from the Municipal Planning & Development Office certifying the property's zoning classification based on the CLUP 9. Certification from the National Irrigation Administration certifying that the property is not an irrigated land 10. Other documents supporting the request, such as: <ul style="list-style-type: none"> - Deed of Sale of the property - Authorization Letter/SPA, if representative - Location/Vicinity Map of the property - Site Development Plan 	1. Owner of the property or its authorized Representative 2. Owner of the property or its authorized Representative 3. Owner of the property or its authorized Representative / Municipal Assessor 4. Municipal Treasury Office 5. Barangay where the property is located 6. DAR – MARO 7. Municipal Agriculture Office 8. Municipal Planning and Development Office 9. National Irrigation Administration 10. Owner of the property or its authorized Representative.
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT complete requirements to the Office of the Sangguniang Bayan in three (3) sets/ copies.	1.1 Check and evaluate the requirements submitted and receive the documents.	10.00 per square meter	20 mins	PAULINE CORTEZ SB Secretary
	1.2 Include the application in the Calendar of Business for the next scheduled SB session.	None	2 minutes	SB Secretary
			1 session day	



	1.3 Refer the application to appropriate/concern committee	None		SB Presiding Officer
	- Conduct Committee Meetings, Hearings and Ocular Inspection		2 days	SB Committee Concern
	- Prepare Committee Report and Proposal for calendar to SB Session		1 day	SB Committee Concern and SB Secretary
	1.4 Approve the application	None	1 regular session	
	1.5 Draft the final approval and submit the same to Vice Mayor & Mayor for their signature	None	1 day	SB Members and Sb Secretary
	1.6 Receive approved and signed document	None	5 mins.	PAULINE CORTEZ SB Secretary

2. Return to SB Office for the release of the approved document	1.1 Release the copy of the approved Ordinance	None	2 mins	PAULINE CORTEZ SB Secretary
TOTAL		10.00 per square meter	6 days and 29 minutes	



7. ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS UPON REQUEST

Furnish, upon request of any interested party, certified copies of records of public character in custody, upon payment to the Municipal Treasury Office of such fees as may be prescribed by ordinance.

Office or Division:	Sangguniang Bayan (SB) Office /Vice Mayor			
Classification:	Simple			
Type of Transaction:	Multiple Type of Instruction			
Who may avail:	Citizen/Business/Corporation/Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Interview with the Vice Mayor		Citizen/Business/Corporation/Other Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit letter request to SB Office and wait for the schedule of interview	1.1 Receive the request	none	2 minutes	PAULINE P. CORTEZ SB Secretary
	1.2 Schedule the Interview		20 minutes	PAULINE P. CORTEZ SB Secretary
4. Receive Endorsement	2.1 Release the requested document	None	3 minutes	PAULINE P. CORTEZ SB Secretary
TOTAL		none	25 minutes	



GENERAL SERVICE OFFICE

Internal Services



1. PROCUREMENT OF COMMONLY USED SUPPLIES

To provide supplies needed for the different offices of LGU San Ildefonso, Ilocos Sur.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different Offices of LGU San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Client		
Project Procurement Management Plan (PPMP)		Client		
Technical Specifications (TS)		Client		
Project Proposal (for programs)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check documents and issue purchase request number and date.	None	3 minutes	Nestor R. Villegas Supply Officer
	1.2 Facilitate the accomplishment of required BAC document (Request for quotation, Abstract of Quotation, BAC Reso. Philgeps and mayor's permit of the lowest supplier)	None	2 days	Merriam Revibes BAC Secretariat
		None	20 minutes	
		None	5 minutes	Nestor Villegas Supply Officer
	1.3 Check documents and prepare purchase order (if complete)	None	5minutes	
		None	5 minutes	Municipal Budget Office



	1.4 Prepare certification of obligation.	None	10 minutes	Municipal Treasury Office
	1.5 Prepare Disbursement Voucher.		5 minutes	Nestor Villegas Supply Officer
	1.6 Verify the completeness of all documents and prepare Inspection and Acceptance Report and Request and Issuance Slip and Property Acknowledgment Receipt (if needed).	None	60 minutes	Municipal Treasury Office Accounting Office
	1.7 Prepare and issue check			
	1.8 Prepare Accountant's Advice and submit to Land Bank of the Philippines.			
2. Accept Goods	1.9 Inspect delivered goods and issue to the requesting office.	None	15 minutes	Nestor Villegas Supply Officer/ Inspector
TOTAL		None	2 days 2 hours & 8 minutes	



MUNICIPAL TREASURER'S OFFICE

External Services



1. ISSUANCE OF COMMUNITY TAX CERTIFICATE

COMMUNITY TAX FOR INDIVIDUAL –every inhabitant of the Philippines 18 years of age or over, who have been regularly employed in a wage or salary basis or who engaged in business or occupation, or who owns real property with an aggregated assessed value of One Thousand (P 1,000.00) or more, who's required by law to file an income tax return shall pay an annual Community tax.

COMMUNITY TAX FOR JUDICIAL PERSON- every corporation engaged or doing business in the Philippines.

Office or Division:		MUNICIPAL TREASURER'S OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All residents of San Ildefonso liable to pay and to judicial persons whose principal office is located within the municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Gross receipts of earnings of the preceding year Form 2316 (if Government employee)			Provided by the Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. SUBMIT the required documents	1.1 Prepare Community Tax Certificate and Compute based on the gross receipt of earnings of the preceding year	INDIVIDUALS: (based on Revenue Code Chapter 6, Section 6.02) CORPORATION: (based on Revenue Code Chapter 6, Section 6.03)	7 minutes	<i>Teresita Rojas</i> Revenue Collection Clerk III <i>Merriam C. Revibes</i> BPLO Designate/ Revenue Collection Clerk III <i>Alvin O. Batuyong</i> Revenue Collection Clerk II <i>Elizabeth Ramos</i> Municipal Treasurer
2. Payment ,Receive & sign CTC	2.1 Receive payment & Issue Community Tax Certificate	None	3 minutes	
TOTAL:		INDIVIDUALS: (based on Local Revenue Code	10 Minutes	



	Chapter 6, Section 6.02) CORPORATION: (based on Local Revenue Code Chapter 6, Section 6.03)		
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2. ISSUANCE OF BUSINESS PERMIT

Those imposed by the Local Government Unit on the privileges of engaging businesses, occupation, and other activities within its territorial jurisdiction.

Office or Division:	TREASURY OFFICE/BPLO		
Classification:	SIMPLE		
Type of Transaction:	G2C – Government to Client		
Who may avail:	The general public who are applying for Business Permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Registration of Business Name (FOR NEW BUSINESS) - Single Proprietor - Partnership - Corporation		DTI CDA SEC	
Barangay Business Clearance (FOR NEW & RENEWAL OF BUSINESS)		Barangay where the business is located	
Community Tax Certificate (SEDULA)		Treasurer's Office	
Lease Contract (if rented)		Lessor	
Sanitary Permit		RHU	
Fire Safety Inspection Certificate (FSIC)		BFP	
Sworn statement of Gross receipts of earnings/sales of the preceding year/ Financial Statements/Certified Income tax Return(ITR) (FOR RENEWAL OF BUSINESS)		Provided by the Client	
Additional Requirement for (Water refilling station) - Operational Permit/Initial Permit		DOH San Fernando, La Union	
Additional Requirement for (Gas station) - Environmental Compliance Certificate (For New)		DENR	
Additional Requirement for (Piggery) - Environmental Compliance Certificate (For New) - Barangay Resolution		DENR Barangay where the Piggery is located	
Additional Requirement for Private Commercial Establishments - Building Permit (For New) - Inspection Report		MPDC/Mun Engineering Office Mun. Engineering office	



Application form			BPLO (Business Permit & Licensing Officer)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled up application form with complete requirements	1.1 Receive Application, Evaluate and assess the required documents & Compute fees	NONE	20 minutes	Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III



2. Payment	2.1 Receive Payment and Issue official receipt (if Compliant – issue FSIC, If Not to follow)	<p>Refer to Revenue Code 2022 (For New Business) Mayor's Permit- as per table below base on Capital/Asset Service Fee- P75.00 Documentary Stamp- P30.00 Sanitary Permit- (depends on the area as per schedule on the Revenue Code 2022</p> <p>(For Renewal of Business) Mayor Permit- as per table below base on Capital/Asset Service Fee- P75.00 Business Tax- Based on Gross Receipts and Tax table on Revenue Code 2022 Service Fee- P75.00 Police Documentary Stamp- P30.00 Sanitary Permit- (depends on the area as per schedule on the Revenue Code 2022</p>	10 minutes	<p><i>BFP Personnel</i></p> <p><i>Teresita Rojas</i> Revenue Collection Clerk III</p> <p><i>Merriam C. Revibes</i> BPLO Designate/ Revenue Collection Clerk III</p> <p><i>Alvin O. Batuyong</i> Revenue Collection Clerk II</p> <p><i>Elizabeth Ramos</i> Municipal Treasurer</p>
3.Claim, Sign and receive	3. Prepare , sign by the Mayor and Release Business permit	none	WITHIN THE DAY	RICA FLORENDO Administrative Aide IV



Business permit.				
TOTAL			1 DAY	
Fees to be Paid- Mayor's Permit				
Classification /Category			Rate of Fee/Annum	
1. On Manufacturers/Importers/Producers				
Micro-Industry (P150,000.00 below)			P 250.00	
Cottage industry (aboveP150,000.00 to 1.5m)			500.00	
Small-Scale Industries (P1.5M to 15M)			1,000.00	
Medium- Scale Industries (15M to 60M)			2,000.00	
Large-Scale Industries (above 60M)			4,000.00	
2. On Banks				
Rural, Thrift and Savings Bank			P 3,000.00	
Commercial, Industrial and			5,000.00	
Development Banks			15,000.00	
Universal Banks			15,000.00	
3. On Other Financial Institutions				
Small			P 3,000.00	
Medium			5,000.00	
Large			12,000.00	
4. On Contractors/Service Establishments				
Micro-Industry			P 350.00	
Cottage industry			500.00	
Small-Scale Industries			750.00	
Medium- Scale Industries			2,000.00	
Large-Scale Industries			5,000.00	
5. On Wholesale/Retailers/Dealers or Distributors				
Micro-Industry			P 300.00	
Cottage industry			400.00	
Small-Scale Industries			1,000.00	
Medium- Scale Industries			3,500.00	
Large-Scale Industries			5,000.00	
6. On trans-loading Operation				
Medium			P 3,000.00	
Large			6,000.00	
7. Other Businesses				
Micro-Industry			P 300.00	
Cottage industry			500.00	
Small-Scale Industries			750.00	
Medium- Scale Industries			2,000.00	
Large-Scale Industries			3,000.00	
Sanitary Inspection Fee				
1. For a house for rent			P 550.00	
2. For each business, industrial, or agricultural establishment			P 150.00	
- With an area of 25 sq.m or more but less than 50 sq.m			250.00	
			350.00	
			450.00	



<ul style="list-style-type: none"> - With an area of 50 sq.m or more but less than 100 sq.m - With an area of 100 sq.m or more but less than 200 sq.m - With an area of 200 sq.m or more but less than 500 sq.m - With an area of 200 sq.m or more but less than 1000 sq.m - With an area of 1000 sq.m or more. 	550.00 750.00
Police Clearance Fee	
1. Police Inspection	P200.00
2. Documentary stamp	P30.00
Service Fee	
	P 75.00

On manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax per Annum
Less than 10,000	P217.80
10,000.00 or more but not less than 15,000.00	290.40
15,000.00 or more but not less than 20,000.00	398.64
20,000.00 or more but not less than 30,000.00	580.80
30,000.00 or more but not less than 40,000.00	871.20
40,000.00 or more but not less than 50,000.00	1,089.00
50,000.00 or more but not less than 75,000.00	1,742.40
75,000.00 or more but not less than 100,000.00	2,178.00
100,000.00 or more but not less than 150,000.00	2,904.00
150,000.00 or more but not less than 200,000.00	3,630.00
200,000.00 or more but not less than 300,000.00	5,082.00
300,000.00 or more but not less than 500,000.00	7,260.00
500,000.00 or more but not less than 750,000.00	10,560.00
750,000.00 or more but not less than 1,000,000.00	13,200.00
1,000,000.00 or more but less than 2,000,000.00	18,018.00
2,000,000.00 or more but less than 3,000,000.00	21,780.00
3,000,000.00 or more but less than 4,000,000.00	26,136.00
4,000,000.00 or more but less than 5,000,000.00	30,756.00
5,000,000.00 or more but less than 6,500,000.00	32,175.00
6,500,000.00 Or more	at a rate of forty five percent (45%) of one percent (1%)

On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:



Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax per Annum
Less than 1,000	P 23.76
1,000.00 or more but less than 2,000.00	43.56
2,000.00 or more but less than 3,000.00	66.00
3,000.00 or more but less than 4,000.00	95.04
4,000.00 or more but less than 5,000.00	132.00
5,000.00 or more but less than 6,000.00	159.72
6,000.00 or more but less than 7,000.00	188.76
7,000.00 or more but less than 8,000.00	217.80
8,000.00 or more but less than 10,000.00	224.84
10,000.00 or more but less than 15,000.00	290.40
15,000.00 or more but less than 20,000.00	363.00
20,000.00 or more but less than 30,000.00	435.60
30,000.00 or more but less than 40,000.00	580.80
40,000.00 or more but less than 50,000.00	871.20
50,000.00 or more but less than 75,000.00	1,306.80
75,000.00 or more but less than 100,000.00	1,742.40
100,000.00 or more but less than 150,000.00	2,468.40
150,000.00 or more but less than 200,000.00	3,194.40
200,000.00 or more but less than 300,000.00	4,356.00
300,000.00 or more but less than 500,000.00	5,808.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 2,000,000.00	13,200.00
2,000,000.00 or more	At a rate of sixty percent (60%) of one percent (1%)

On contractors and other independent contractors in accordance with the following schedule.

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax per Annum
Less than 5,000.00	P 36.30
5,000.00 or more but less than 10,000.00	81.31
10,000.00 or more but less than 15,000.00	134.94
15,000.00 or more but less than 20,000.00	217.80
20,000.00 or more but less than 30,000.00	363.00
30,000.00 or more but less than 40,000.00	508.20
40,000.00 or more but less than 50,000.00	726.00
50,000.00 or more but less than 75,000.00	1,161.20
75,000.00 or more but less than 100,000.00	1,742.40
100,000.00 or more but less than 150,000.00	2,613.60
150,000.00 or more but less than 200,000.00	3,484.80
200,000.00 or more but less than 250,000.00	4,791.60
250,000.00 or more but less than 300,000.00	6,098.40
300,000.00 or more but less than 400,000.00	8,131.20



400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but not less than 2,000,000.00	15,180.00
2,000,000.00 or more	At a rate of sixty percent (70% of one percent (1%))

On business hereunder enumerated, the graduated tax rates are hereby imposed:

1. Cafes, cafeterias, ice cream and other refreshment parlors , restaurants, soda fountain bars, carinderias or food caterers;
2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rings, bath houses, swimming pools, exclusive clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, race tracks, cockpits and similar establishments.
3. Commission agents
4. Lessors, dealers, brokers of real estates
5. On travel agencies and travel agents
6. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums
7. Subdivision owners/ Private cemeteries and memorial parks
8. Privately-owned markets;
9. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
10. Operators of Cable Network System
11. Operator of computer services establishment
12. General consultancy services
13. All other similar activities consisting essentially of the sales of services for a fee.

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Amount of Tax per Annum
Less than 5,000	P 36.30
5,000.00 or more but less than 10,000.00	81.31
10,000.00 or more but less than 15,000.00	137.94
15,000.00 or more but less than 20,000.00	217.80
20,000.00 or more but less than 30,000.00	363.00



30,000.00 or more but less than 40,000.00	508.20
40,000.00 or more but less than 50,000.00	726.00
50,000.00 or more but less than 75,000.00	1,161.60
75,000.00 or more but less than 100,000.00	1,742.40
100,000.00 or more but less than 150,000.00	2,613.60
150,000.00 or more but less than 200,000.00	3,484.80
200,000.00 or more but less than 250,000.00	4,791.60
250,000.00 or more but less than 300,000.00	6,098.40
300,000.00 or more but less than 400,000.00	8,131.20
400,000.00 or more but less than 500,000.00	10,980.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but not less than 2,000,000.00	15,180.00
2,000,000.00 or more	At a rate of sixty percent (60% of one percent (1%))

On Traffic Violations (Municipal Ordinance Number 5, Series of 2014)

Driving without License	P 300.00
Unregistered Vehicle	P 1,000.00
No Helmet	P 500.00
No Side Mirrors	P 300.00
Driving While Using Cellphone	P 300.00
Motor Vehicle Without Stop Light	P 300.00
Motor Vehicle With Disconnected Muffler	P 500.00
Motor Vehicle Without the Prescribed Horns	P 300.00
Motor Vehicle with Metallic Tires	P 1,000.00
Driving Under the Influence of Liquor and Narcotic Drugs	P 1,000.00

3. ISSUANCE OF CERTIFICATE OF BUSINESS CLOSURE

As stated in the Local Revenue Code of San Ildefonso, Ilocos Sur, the Business that retires/stopped from operation, must request for the issuance of certificate of business closure and settle the applicable fees and charges.

Office or Division:		MUNICIPAL TREASURER'S OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Business owners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (CEASED OPERATION)			Barangay where the business is located	
2. Declaration of Gross Sales			Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete requirements to the BPLO	1.1 Evaluate the documents, verify at List and assessed the appropriate fees. 1.2 Prepare the certification.	Secretary's fee P70.00 Documentary Stamp- P30.00 None	5 minutes 10 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II Elizabeth Ramos Municipal Treasurer
2. Payment	2.1 Receive payment, Issue Official Receipt and Certification.	None	5 minutes	
TOTAL		P 80.00	20 minutes	

4. COLLECTION OF BUILDING PERMIT/FRANCHISE OF TRICYCLE/CIVIL REGISTRATION/CERTIFICATION/LABORATORY FEES/CLEARANCES/ REGISTRATION/TRANSFER OF LARGE CATTLE AND OTHER SERVICE INCOME/CITATION TICKET FOR TRAFFIC VIOLATIONS

Office or Division:		TREASURY OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of payment			Different Offices concern	
Citation Ticket			PNP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present order of payment/ Citation Ticket	1. Receive order of payment	Refer to Local Revenue Code 2022 Municipal Ordinance Number 5, Series of 2014	2 minutes	<i>Teresita Rojas</i> Revenue Collection Clerk III <i>Merriam C. Revibes</i> BPLO Designate/ Revenue Collection Clerk III
2. Pay and Receive official receipt of fees and charges paid	2.1 Receive payment and Issue official receipt 2.1 Advise client to present the OR to the Offices concern	None	5 minutes	<i>Alvin O. Batuyong</i> Revenue Collection Clerk II <i>Elizabeth Ramos</i> Municipal Treasurer
TOTAL:			7 Minutes	

3. COLLECTION AND ISSUANCE OF REAL PROPERTY TAX RECEIPTS

Real property taxes are being collected annually on real property such as land, building, machinery and other improvement. Local Government Code of 1991 sec.232.

Office or Division:		TREASURY OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Real Property Owners		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Latest Official Receipt of Real Property Taxes and updated assessed value of the property				Municipal Assessor's Office
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present latest Official Receipt/Tax Declaration	1. 1 Verify latest Official Receipt of Real Property Tax and verify records from the Real property Tax Account Register	1% of the assessed value for Basic and additional 1% of the assessed value for the Special Education Fund. Less 20% discount if payments made before January, 10% discount if payments made within Jan 1-March 31, a penalty of 2% every month of payments made beyond March 31.	20 minutes	<p><i>Teresita Rojas</i> Revenue Collection Clerk III</p> <p><i>Merriam C. Revibes</i> BPLO Designate/ Revenue Collection Clerk III</p> <p><i>Alvin O. Batuyong</i> Revenue Collection Clerk II</p> <p><i>Elizabeth Ramos</i> Municipal Treasurer</p>
	1.2 Compute tax for the year.		35 minutes	
2. Pay the corresponding tax	2.1 Receive payment and issue Official Receipt		5 minutes	
TOTAL			60 minutes	



4. ISSUANCE OF REAL PROTERTY TAX CERTIFICATION (5 YEARS) – NON-DELINQUENT OF REAL PROPERTY TAX

Office or Division:		TREASURY OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Real Property Owners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tax Declaration			Assessor's Office	
Latest Real Property Tax Receipt			Client	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Present Tax Declaration Number/Latest Real Property Tax Receipt	1.1 Verify if the client has no outstanding balance , if not client has to pay Real property Tax for the unpaid years	None	20 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III
2. Payment	2.1 Receive payment and issue Official Receipt	Php 70.00 – Secretary's fee 30.00 – Document ary stamp	10 Minutes	Alvin O. Batuyong Revenue Collection Clerk II Elizabeth Ramos Municipal Treasurer
3. Receive Certification	3.1 Prepare and Issue certification	None	20 minutes	
TOTAL		P 80.00	50 minutes	



MUNICIPAL ENGINEERING OFFICE

External Services



1. ISSUANCE OF PROGRAM OF WORKS FOR INFRASTRUCTURE PROJECTS

Public, Barangays Units, Government Agencies and other Accredited Sectoral Groups requesting a Development or project in their respective jurisdiction within the municipality.

A.

Office or Division:	Municipal Engineering Office (MEO)			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail	LGU & Barangay Units			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
FOR LGU BARANGAY FUNDED PROJECTS 1. Budget/Appropriation		Municipal Budget Office Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
FOR LGU FUNDED MAJOR PROJECTS 1. Submit Budget/PPMP	1.1 Receive and review the completeness of the requirements	None	30 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.2 Review PPMP	None	15 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.3 Inspection of Propose site (for Data)	None	1 day	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.4 Prepare Detailed Engineering and Designs (DED) Plans, Cost Estimates, POW & Specifications	None	14 days	Engr. Mikee Jenine C. Ricod Municipal Engineer



2. Receive Program of Work	2. Issue Program of Work	None	5 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
TOTAL		None	15 days and 50 min.	

B.

Office or Division:	Municipal Engineering Office (MEO)			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail	LGU & Barangay Units			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
FOR LGU FUNDED PROJECTS (Municipal Level) 1. Budget/Appropriation FOR LGU BARANGAY FUNDED PROJECTS 1. Project Proposal 2. Annual/Supplemental Budget 3. Project Procurement Management Plan (PPMP)		Municipal Budget Office Office of the Sangguniang Bayan Concerned Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive the requirements	None	2 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.2 Review the PPMP	None	15 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.3 Inspect the Proposed site	None	1 day	Engr. Mikee Jenine C. Ricod Municipal Engineer



	1.4 Prepare Cost Estimate, Drawings & Specifications	None	7 days	Engr. Mikee Jenine C. Ricod Municipal Engineer
2. Receive Program of Work	2. Issue Program of Work	None	5 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
TOTAL		None	8 days and 22 minutes	

2. REVIEW OF SUBMITTED STATEMENT OF WORK ACCOMPLISHMENT & ISSUANCE OF INSPECTION REPORT (IR) FOR BILLING OF CONTRACTS

Progress payment can be made provided that the Contractor submits Progress Billing or request for payment for work accomplished.

Office or Division:	Municipal Engineering Office (MEO)			
Classification:	Simple			
Type of Transaction:	G2C – Gov’t to Client			
Who may avail	Contractors			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Letter of Request for Inspection 2. Statement of Work Accomplishments 3. Project Folder of Documents 4. PICTURES		Contractor Contractor Contractor/BAC Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Receive and Review documents	None	30 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
2. Accompany the Municipal Engineer in the Inspection	2.1 Inspect assess & Evaluate accomplishment with respect to POW, Plans, & Specifications.	None	4 hours	Engr. Mikee Jenine C. Ricod Municipal Engineer



				Project Monitoring Committee
3. Prepare SWA	3.1 Review the submitted SWA and Prepare Inspection Report with respect to BID Proposal	None	2 hours	Engr. Mikee Jenine C. Ricod Municipal Engineer
	3.2 Submit SWA, IR & Submitted requirements to Mayor's Office for review & Approval	None	5 mins	Engr. Mikee Jenine C. Ricod Municipal Engineer
TOTAL			6 hours & 35 minutes	



OFFICE OF THE BUILDING OFFICIAL
External Services



1. ISSUANCE OF BUILDING PERMIT AND OTHER RELATED PERMITS

Every Building, Tenement or Structure to be built/erected/constructed, altered/repaired or demolished, must be covered by a corresponding Building Permit to ensure compliance to the Standards, specifications and Requirements of the Provisions of the National Building Code (PD 1096) and its IRR.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and notarized (Unified Application form for Building Permit) 4 Copies		• Municipal Engineering Office		
2. Locational Clearance		• MPDC Office and Municipal Assessor's Office		
3. Plans, Bill of Quantity and Cost Estimate (5 Sets), Specifications, Structural Analysis (2 – Storey and up) and other documents (Certifications, Clearances, Official Receipt, ect.) duly signed and sealed by the corresponding issuing professionals		• Owner/Practicing Professionals (Architect/Engineer)		
4. Fire Safety Evaluation Clearance		• Bureau of Fire Protection (BFP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Five (5) sets of requirements , Received Endorsement letter to BFP and Order of Payment	1. Receive and Check for completeness of documents	None	15 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.2 If complete, Prepare endorsement letter and provide copy to the client	None	10 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
		Annex-A of the Revised IRR of the	30 minutes	



	1.3 Review Documents , assess fees, prepare order of payment	National Building Code of the Philippine (PD 1096)		Engr. Mikee Jenine C. Ricod Municipal Engineer
2. Submit Documents from BFP, received order of payment & Pay Corresponding Fees	2.1 Receive Documents from BFP, Issue Order of Payment ,Prepare Building Permit 2.2 Receive payment & Issue OR	As per Order of Payment	10 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
3. Present OR and Receive Building Permit	3. Issue building permit	None	5 minutes	Engr. Mikee Jenine Ricod Municipal Engineer
TOTAL			1 hour and 10 minutes	

New schedule of fees & other charges of the revised table of fees (Annex A) IRR of the National Building code of the Philippines



2. ISSUANCE OF CERTIFICATE OF OCCUPANCY/USE

Any new rehabilitated, improved, repaired building structure or edifice to be habitable should be ensured to conform with the submitted plans and specifications.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
REQUIREMENTS		WHERE TO SECURE		
1. Unified Application form for Certified of Occupancy (4 copies) 2. Certificate of Electrical Inspection (1 Copy) 3. Certificate of Completion (NBC Form No. B-10) (1 Copy) 4. As-built Plan (1 Copy) 5. Fire Safety Inspection Certificate (FSIC)(1 Copy)		<ul style="list-style-type: none">• Office of the Municipal Engineer• Office of the Municipal Engineer• Contractor/Owner• Contractor/Owner• BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form & documentary requirements	1. Receive application form & documents, If complete prepare & give the client a copy of the endorsement and building permit copy for BFP.	None	30 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
2. Present FSIC and Receive Order of payment	2. Receive FSIC Copy, Assess fees and Issue Order of Payment	Refer to the Annex A of the Revised IRR of the National Building Code of the Philippines (PD 1096)	15 minutes	



3. Present OR and Receive Certificate of Occupancy	3. Prepare and Issue Certificate of Occupancy	None	5 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
TOTAL			55 minutes	

3. ISSUANCE OF ANNUAL INSPECTION CERTIFICATE

For purposes of Business Permit Renewal an annual inspection of the Subject Building is necessary to check and monitor their structural and Electrical integrity.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Commercial Establishment/Structure owners (must), Residential Building (Optional)			
REQUIREMENTS		WHERE TO SECURE		
1. Business Permit 2. As-built Plan 3. Letter Request for Inspection		<ul style="list-style-type: none">• BPLO/Owner• Owner• Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Receive documents	None	2 Minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.2 Conduct Ocular Inspection	None	4 hours	
2. Receive Order of Payment	2. Prepare Inspection Report, Assess fees and Issue Order of Payment	Refer to the Annex A of the Revised IRR of the National Building Code of the Philippines (PD 1096)	30 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
3. Present OR and received	4. Prepare and Issue Annual	None	5 minutes	Engr. Mikee Jenine C. Ricod



Inspection Certificate	Inspection Certificate			Municipal Engineer
TOTAL			4 hours and 37 minutes	

4. ISSUANCE OF SIGN PERMIT

Before any business advertisement (Sign boards, streamers, banners, directional) could be installed, sign permit is necessary to ensure safety to all concerned and local and national guidelines are followed and conformed.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
REQUIREMENTS		WHERE TO SECURE		
1. Plans, Bill of Quantities, Cost Estimate, Structural Analysis (for Framed, Stand alone, guyed signboard/billboard) duly signed and sealed by the corresponding issuing professional (5 Sets)		• Practicing Professional (Architect, Engineer)/Owner		
2. Business Permit (for commercial)		• BPLO/Owner		
3 Mayor's Permit (for Social)		• Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and receive Order of Payment	1. Receive and evaluate documents,	None	15 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
	1.2 Assess fees and prepare Order of Payment	1.00/Sq. 100/day of posting	15 minutes	
2. Present OR and receive approved Sign Permit	3. Prepare and Issue Sign Permit	None	2 minutes	Engr. Mikee Jenine C. Ricod Municipal Engineer
TOTAL			32 minutes	



OFFICE OF THE MUNICIPAL HEALTH OFFICER

External Services



1. OUT-PATIENT DEPARTMENT-MEDICAL CONSULTATION SERVICES

This service caters to all residents of San Ildefonso, Ilocos Sur who have medical problems manageable in a primary health care setting.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (if there is any) 2. PhilHealth ID or MDR 3. Valid ID or any proof of identity		Barangay Health Stations (BHS) Local Health Insurance Office - Vigan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS, PhilHealth ID, and or any valid ID	1.1 Receive referral slip then retrieve or create electronic Individual treatment Record (e-ITR)	None	10 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Gonzales, RM Jovelyn Talvo Rin Midwife II
2. Provide necessary data for history taking.	2.1 Interview client for medical history 2.2 Get vital signs and other relevant findings and record on e-ITR. 2.3 Refer client to the Municipal Health Officer.	None	15 minutes	
3. Proceed to medical consultation room.	3.1. Verify medical history of client. 3.2. Do complete physical examination. 3.3. Refer for any laboratory examination, chest X-ray, CT-Scan, Ultrasound, as needed 3.4 Diagnose and discuss treatment plan with client. 3.5. Prescribe appropriate medicine and give medical advice. 3.5 Practice referral system (for patients who needs hospitalization of specialty services)	None	15 minutes	Novelyn A. Rafanan, MD Municipal Health Officer



	utilizing the Service Delivery Network			
4. Receive the medicines provided by the pharmacist.	4.1. Refer client to pharmacist or assigned personnel for provision of medicines. (If available – following the Philippine Drug Formulary)	None	3 minutes	Melody Gonzales, RM Jovelyn Rin Midwife II
	TOTAL		43 minutes	

2. NATIONAL IMMUNIZATION PROGRAM SERVICES

This service provides vaccination for children 0 to 12 months old. Vaccination gives protection against vaccine preventable diseases. The vaccines given to infants are as follows: BCG, Hepatitis B, OPV, IPV, Pentavalent Vaccine, PCV, Measles, Mumps, Rubella.

The Rural Health Unit (RHU) also immunizes (Tetanus Toxoid) pregnant mothers to prevent the occurrence of Tetanus Neonatorum in infants.

Office or Division:	MUNICIPAL HEALTH OFFICE/ BARANGAY HEALTH STATIONS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	0-12 months old and Pregnant Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS)		
2. Mother-Baby Booklet/ Immunization Booklet		BHS during first month of the baby: Client on the succeeding visits		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (New Patient) Provide necessary data for electronic Individual Treatment Record (e-ITR) (Follow up) Present immunization booklet.	(New Patient) 1.1 Create electronic medical record. (Follow Up) 1.2 Check immunization card history for follow up.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rin Midwife II
2. Proceed to the medical consultation room	2.1 Get vital signs and anthropometric measurements of client. (Weight, Height, circumference of the chest, abdomen, head) 2.2 Do physical examination.	None	5 minutes	



	2.3 Provide health education to parent/guardian.		
3. Proceed to vaccination room.	3.1 Administer appropriate vaccine	None	2 minutes
4. Listen to the instructions and next schedule of immunization	4.1 Give parent/guardian or pregnant mother post-immunization instructions. 4.2 Inform schedule of next immunization.	None	5 minutes
TOTAL		None	17 minutes

3. PRENATAL CARE SERVICES / MATERNAL CARE SERVICES

This service caters to all pregnant women in San Ildefonso, Ilocos Sur who do not belong to the high-risk group (i.e., primigravida, below 18 years old, more than gravida 4, with existing comorbidity). Vaccination of Tetanus Toxoid and supplementation of Ferrous Sulfate and Calcium Carbonate are provided. At least four prenatal check-ups are done to each pregnant women.

Office or Division:	MUNICIPAL HEALTH OFFICE – SAN ILDEFONSO BIRTHING HOME FACILITY			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant women of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS)		
2. Prenatal Book (Mother-Baby Booklet)		BHS during first visit: Client on the succeeding visits		
3. Laboratory results		Client (any licensed laboratory facility)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. (New Patient) Provide necessary data for electronic Individual Treatment Record (e-ITR) (Follow up) Present Prenatal booklet.	(New Patient) 1.1 Create electronic medical record (Follow up) 1.2 Check Prenatal Booklet history 1.3 Obtain vital signs and fetal heart tone and fundic height. 1.4 Do physical examination and Leopold's Maneuver for 28 weeks and above.	None	4 minutes 5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rin, RM Midwife II
2. Proceed to Health Education Corner	2.1 Provide health education on proper nutrition and maternal care to client. 2.2 Request for laboratory and imaging studies per routine and obstetric guidelines. 2.3 Advise client on the schedule of next prenatal check-up. If client is classified as high risk, issue a referral slip and refer patient to a higher facility	None	5 minutes 1 minutes 2 minutes	
3. Get medicine (if there is any)	3.1 Refer client to assigned personnel for dispensing of drugs/medicine.(if there is any)	None	3 minutes	
4. Get medicine (if there is any)	3.1 Refer client to assigned personnel for dispensing of drugs/medicine.(if there is any)	None	3 minutes	
TOTAL		None	23 minutes	



PRENATAL CARE SERVICES: BARANGAY HEALTH STATIONS (Busiing and Bungro BHS) (32 weeks and below (low risk)) 1. Provide necessary data for history taking. 2. Proceed to the examination room 3. Listen to the health education provided 4. Proceed to the personnel for issuance of drugs/medicines (if there is any)	1.1. Acquire referral slip from BHS 1.2. Interview client for medical and OB-Gyne history 1.3. Check laboratory results for abnormality	None	5 minutes	Novelyn A. Rafanan, MD Municipal Health Officer Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rln Midwife II
	2.1 Obtain vital signs. 2.2 Do physical and internal examination and Leopold's Maneuver. 2.3 Get Fetal Heart tone/Fundic Height	None	20 minutes	
	3.1 Provide health education on proper nutrition and maternal care to client. 3.2. Refer client to assigned personnel for dispensing of drugs/medicine (if there is any)	None	5 minutes	
	4.1 Dispense prescribed medicine, if available. 4.2 Advise client on the schedule of next prenatal check-up. *If client is classified as high risk, issue a referral slip and refer patient to a higher facility	None	2 minutes	
TOTAL		None	32 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MATERNAL CARE SERVICES: LABOR AND DELIVERY				
1. Go to San Ildefonso Birthing Home Facility once with signs of labor or with warning signs	1.1 Receive client and obtain vital signs. 1.2 Process admission electronically.	None	5 minutes	Novelyn A. Rafanan, MD Municipal Health Officer Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
2. Proceed to the delivery room	BEFORE DELIVERY: 2.1 If in labor, place client in labor room. 2.2 Inform the Municipal Health Officer for physician's orders.	None	5 minutes	Melody Gonzales, RM Jovelyn T. Rin Midwife II
3. Deliver the baby	3.1 Monitor the patient through the use of fetal doppler and do labor watch. 3.2 Transfer client to delivery room once fully dilated 3.3 Facilitate normal spontaneous delivery.	None	18 hours	Novelyn A. Rafanan, MD Municipal Health Officer Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rin Midwife II
4. Undergo taking of vital signs and monitoring for bleeding, hypotension/hypertension	AFTER DELIVERY: POSTPARTUM CLIENT 4.1 Obtain vital signs 4.2 Monitor for bleeding, hypo/hypertension 4.3 Give appropriate post-partum medications 4.4 Provide post-partum care	None	2 hours	



	<p>NEWBORN</p> <p>5.1 Provide essential newborn care. a) Immediate and thorough drying b.) early skin-to-skin contact c) Properly timed cord clamping d.) Non-separation of new born from mother and initiation of breastfeeding</p> <p>5.2 Keep new born thermo-regulated.</p> <p>5.3 Obtain newborn's anthropometric measurements and vital signs.</p> <p>5.4 Administer BCG, Hepatitis B vaccine and Erythromycin ointment to newborn.</p> <p>5.5 Transfer client and newborn to recovery room.</p> <p>5.6 Encourage breastfeeding</p>	None	20 minutes	<p>Novelyn A. Rafanan, MD Municipal Health Officer</p> <p>Genesis P. Pisco, MAN, RN Nurse II</p> <p>Sunshine T. Riego, RM. RN Nurse I</p> <p>Melody Gonzales, RM Jovelyn T. Rin Midwife II</p>
6. Fill out and submit PhilHealth requirements.	6.1 Accept completed PhilHealth requirements and file for reimbursement.	None	15 minutes	Pureza F. Bajo, RN Medical Clerk/ PhilHealth Officer
7. Hand over newborn for Newborn Screening Test before discharge (24 hours after birth).	<p>7.1 Carry newborn and perform Newborn Screening Test.</p> <p>7.2 Provide health education and discharge instructions on home medications and newborn care.</p>	None	15 minutes	<p>Genesis P. Pisco, MAN, RN Nurse II</p> <p>Sunshine T. Riego, RM. RN Nurse I</p> <p>Melody Gonzales, RM Jovelyn T. Rin Midwife II</p>
TOTAL		None	21 hours	



4. FAMILY PLANNING SERVICES (RESPONSIBLE PARENTHOOD AND REPRODUCTIVE HEALTH SERVICES)

This program caters to residents of San Ildefonso, Ilocos Sur who are of reproductive age, who wanted to have birth spacing to control or limit the number of children that they will have.

The following services are being offered under this program:

- Basic Family Planning Education
- Provision of Family Planning Commodities
- Information on Family Planning Methods
- Health Education (especially regarding examinations/ tests needed by clients relative to the family planning method chosen; and medical management of problems resulting from the method use)

Office or Division:	MUNICIPAL HEALTH OFFICE/ Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip if for evaluation in RHU		Barangay Health Stations (BHS)		
2. Family Planning Card (for current family planning method user)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS (if available) and Family Planning Card (for current user)	1.1 Receive referral slip then retrieve or create of electronic medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rin Midwife II
2. Provide the necessary information.	2.1 Interview client for history taking. 2.2 Obtain vital signs. 2.3 Do physical examination. 2.4 Provide health education on available family planning methods.	None	10 minutes	
3. Choose desired family planning method.	3.1 Administer/provide chosen family planning method. 3.2 Advise client for schedule of next appointment.	None	10 minutes	
TOTAL		None	25 minutes	



5. DENTAL HEALTH PROGRAM SERVICES

This service is available to pre-school and school-age children, pregnant mothers and other residents of San Ildefonso, Ilocos Sur to prevent and treat dental diseases, gum disorders, consultation and extractions manageable in a primary health care setting.

Office or Division:	MUNICIPAL HEALTH OFFICE – Dental Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (If there is any)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS or Municipal Health Officer	1.1 Receive referral slip then retrieval or creation of electronic medical record.	None	1 minute	Dental Aide
	1.2 Take medical history.		1 minutes 2 minutes	
	1.3 Obtain vital signs.			
2. Proceed to dental examination room.	2.1 Perform oral examination.	None	15 minutes	Mario Frial, DMD (Visiting Dentist)
	2.2 Provide dental services according to client's needs. a) dental health counselling b) oral prophylaxis c) restorative filling d) tooth extraction		12 minutes	
	2.3 Prescribe medicine		3 minutes	
3. Pay for dental service rendered, receive medicine and discharge instructions.	3.1 Issue official receipt	250.00	5 minutes	Dr
	3.2 Dispense drugs/medicines and provide discharge instructions		5 minutes	
TOTAL		None	45 minutes	



6. NATIONAL TUBERCULOSIS CONTROL PROGRAM (Availing of Anti-Tuberculosis Drugs for DS-TB and DR-TB)

This program caters to residents of San Ildefonso, Ilocos Sur with complaint of persistent cough for 2 weeks or more, with other signs and symptoms of Tuberculosis. Clients with referral from public and private hospitals and clinics are also being catered.

Office or Division:	MUNICIPAL HEALTH OFFICE – TB DOTS Facility
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of San Ildefonso, Ilocos Sur
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral slip	Barangay Health Stations (BHS), Private Physician, Hospital Physician
2. Direct Sputum Smear Microscopy (DSSM)/ Sputum Gene Xpert Result	Referring facility/hospital
3. Latest Chest X-ray result	Laboratory clinics offering x-ray services
4. PhilHealth ID/MDR	Local Health Insurance Office (PhilHealth)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip, results of CXR, DSSM/Gene Xpert (if there is any)	1.1 Receive referral slip then retrieve or create of electronic medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
2. Provide necessary data for history taking.	2.1 Interview client for history taking. 2.2 Obtain vital signs. Record on the Electronic Individual Treatment Record Form (ITR). 2.3 Refer the patient to the Municipal Health Officer	None	2 minutes 2 minutes 5 minutes 1 minute	Melody Gonzales, RM Jovelyn T. Rin Midwife II



3. Proceed to medical consultation area for TB patients	<p>3.1 Verify medical history of client</p> <p>3.2 Do physical examination.</p> <p>3.3 Discuss treatment plan with client</p> <p>3.4 Refer to TB DOTS Nurse Coordinator for additional counselling</p>	None	<p>2 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>3 minutes</p>	<p>Novelyn A. Rafanan, MD Municipal Health Officer – TB DOTS Physician</p>
4. Listen to the health education/ instructions and receive the initial TB drugs	<p>*If the client has history of TB treatment (Relapse, Lost to follow up, Failed, Treatment outcome unknown) refer the client to PMDT STC (Bantay RHU for GeneXpert and further evaluation. * If client is eligible as National Tuberculosis Program (NTP) beneficiary, enroll client and issue NTP card</p>	None	15 minutes	<p>Genesis P. Pisco, MAN, RN Nurse II</p> <p>Sunshine T. Riego, RM. RN Nurse I</p> <p>TB DOTS NURSES</p> <p>Novelyn A. Rafanan, MD Municipal Health Officer – TB DOTS Physician</p>
	<p>4.1 Give health education about TB management.</p> <p>4.2 Emphasize importance of Directly Observed Treatment Short Course (DOTSC) and adherence with treatment partner</p> <p>4.3 Issue initial TB drugs.</p> <p>4.4 Instruct client where to report for his/her daily intake of TB drugs.</p> <p>4.5 Inform client of schedule of follow-up sputum re-examination.</p>			<p>Genesis P. Pisco, MAN, RN Nurse II</p> <p>Sunshine T. Riego, RM. RN Nurse I</p> <p>TB DOTS NURSES</p> <p>Novelyn A. Rafanan, MD Municipal Health Officer – TB DOTS Physician</p>



TOTAL	None	35 minutes	
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7. NATIONAL TUBERCULOSIS CONTROL PROGRAM (Availing of DSSM or Gene Xpert MTB/RIF Assay Test)

Sputum Gene X-pert MTB/RIF test shall be the primary diagnostic tool for all clients especially for the following specific clients belonging to the criteria below with cough of more than 2 weeks or more:

1. All retreatment cases (relapse, treatment after failure, treatment after lost to follow up, previous treatment outcome unknown)
2. Contacts of DR-TB patients
3. Non-converter of Category I
4. People living with HIV (PLHIV) with at least one of the four signs and symptoms of TB (fever, cough, weight loss, night sweats)
5. Selected vulnerable population which includes inmates in jails and prisons, children less than 15 years old and elderly who are 60 years old and above.
6. New cases who are presumptive extra-pulmonary TB
7. Senior Citizens and those with co-morbidities

Direct Sputum Smear Microscopy (DSSM) shall be used for follow up sputum monitoring after initiation of anti-TB regimen. To monitor treatment outcome, sputum specimen shall be collected after 2nd, 5th, and 6th month of taking anti-TB medications accordingly.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip		Barangay Health Stations (BHS), private physician, hospital physician		
2. Latest Chest Xray (CXR) result		Laboratory offering X-ray services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip, result of CXR	1.1 Receive referral slip then retrieval or creation of medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I TB DOTS NURSES
2. Provide the necessary information	2.1 Interview client for history taking (i.e., symptoms of TB, if with history of TB treatment, history of exposure). 2.3 Obtain vital signs and record on	None	5 minutes 3 minutes	



	the electronic Individual Treatment Record Form (ITR).		2 minutes	
	2.4 Refer to the Municipal Health Officer			
3. Proceed to the designated TB consultation area.	<p>3.1 Verify medical history of client.</p> <p>3.2 Do physical examination.</p> <p>3.3 Diagnose and discuss management plan with client.</p>	None	<p>2 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	<p>Novelyn A. Rafanan, MD Municipal Health Officer – TB DOTS Physician</p>
4. Listen to the health education on TB and instructions on proper sputum collection.	<p>4.1 Provide health education on TB.</p> <p>4.2 Give instructions on proper sputum collection.</p>	None	5 minutes	<p>Genesis P. Pisco, MAN, RN Nurse II</p> <p>Sunshine T. Riego, RM. RN Nurse I TB DOTS NURSES</p>
5. Submit properly labelled sputum specimen and wait for the date of release of result.	<p>5.1 Collect sputum specimen along with NTP form.</p> <p>5.2 Inspect quality of sputum specimen.</p> <p>5.3 Submit to GeneXpert PMDT STC (RHU Bantay) for MTB/RIF assay test.</p> <p>5.3 Inform client on the date of release of result.</p>	None	<p>1 minute</p> <p>3 minute</p> <p>30 minutes</p> <p>1 minute</p>	<p>Melody Gonzales Trained TB Microscopist</p> <p>STC Nurse</p>
TOTAL		None	1 hour and 5 minutes	



8. ISSUANCE OF DEATH CERTIFICATE

This service caters residents and non-residents of San Ildefonso, Ilocos Sur who died in this municipality, either at home or any part of the municipality.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur, relatives of the deceased or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate or any proof of identity		Office of the Municipal Civil Registrar		
2. Previous Hospitalization record (if there is any)		Hospital		
3. Narration of the incident		Relatives of the deceased person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook & Present documentary requirements, if available	1.1 Receive and review documents submitted.	None	1 minutes	Genesis P. Pisco, MAN, RN Nurse II
	2.1 Prepare and fill out the death certificate form		3 minutes	Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rin Midwife II
2. Narrate the incident	2.1 Interview family member/relative of deceased individual. Review cause of death and other pertinent data.	None	4 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	2.2 Sign the death certificate.		2 minutes	
3. Pay for death certificate fee.	3.1 Received Order of Payment and Issue OR	50.00 per page	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong



				Revenue Collection Clerk II
4. Receive the copy of the death certificate.	4.1 Encode the information in the death certificate 4.2 Release signed death certificate	None	9 minutes 1 minute	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rin Midwife II
TOTAL		None	25 minutes	



9. ISSUANCE OF MEDICAL CERTIFICATE/ HEALTH CARD

This service caters residents of San Ildefonso, Ilocos Sur who need medical certificate as a requirement prior to school enrolment or employment. Health Certificate ID are issued to operators and employees who are handling food after undergoing physical and laboratory examinations.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students - Results of Complete Blood Test, Urinalysis, and Chest X-ray		Laboratory Facility of choice		
For Employees – Results of Complete Blood Test, Urinalysis, Chest X-ray, and Drug Test (if indicated)				
For Food Handlers - Results of Fecalalysis, Hepatitis A Test (Anti HAV-IgM), and Chest Xray, Sputum Exam				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements upon arrival at Municipal Health Office	1.1 Receive complete requirements of client.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
2. Provide necessary data for history taking.	2.1 Interview client for history taking.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
	2.2 Get vital signs and record on the electronic Individual Treatment Record Form (ITR).		2 minutes	
	2.3 Refer client the Municipal Health Officer.		2 minutes	
3. Proceed to medical consultation room.	3.1 Verify medical history of patient.	None	10 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	3.2 Check laboratory results of client.			
	3.3 Do physical examination.			
	3.4 Fill out medical certificate.			
		180.00		



	3.5 Issue Order payment			
4. Pay	4.1 Receive payment and issue official Receipt	180.00	5 minutes	<i>Teresita Rojas</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i> <i>Merriam C.</i> <i>Revibes</i> <i>BPLO</i> <i>Designate/</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i> <i>Alvin O.</i> <i>Batuyong</i> <i>Revenue</i> <i>Collection Clerk</i> <i>II</i>
5. Present receipt then claim medical certificate/ health ID	5.1 Check official receipt. 5.2 Release medical certificate/health card accordingly.		5 minutes	<i>Genesis P.</i> <i>Pisco, MAN,</i> <i>RN</i> <i>Nurse II</i> <i>Sunshine T.</i> <i>Riego, RM. RN</i> <i>Nurse I</i> <i>Amante Revibes</i> <i>Jr.</i> <i>Sanitation</i> <i>Inspector II</i>
TOTAL		180.00	35 minutes	

10. NATIONAL LEPROSY CONTROL PROGRAM (Availing of Anti-Leprosy Drugs)

This service caters to residents of San Ildefonso, Ilocos Sur who have Leprosy and are in need of treatment manageable in a primary health care setting.

Office or Division:	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of San Ildefonso, Ilocos Sur



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip 2. Slit Skin Smear Microscopy result		Barangay Health Stations (BHS), Dermatologist Laboratory Facility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS or dermatologist	1.1 Receive referral slip then retrieve or create of electronic medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I TB DOTS NURSES
2. Provide necessary data for history taking.	2.1 Interview client for history taking.	None	e) minutes	Melody Gonzales, RM Jovelyn T. Rln Midwife II
	2.2 Get vital signs and record on the electronic Individual Treatment Record Form (ITR).		3minutes	
	2.3 Refer client to the Municipal Health Officer.		2 minutes	
3. Proceed to medical consultation room.	3.1 Verify medical history of client.	None	3 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	3.2 Do physical examination.		10 minutes	
	3.3 Diagnose and discuss treatment plan with client.		5 minutes	
	3.4 Refer client to Leprosy Nurse Coordinator.		2 minutes	
4. Proceed to Designated Leprosy Treatment Room	4.1 Enrol client for multi-drug therapy.	None	4 minutes	Genesis P. Pisco Nurse II Leprosy Nurse Coordinator Sunshine T. Riego Nurse I ILIS Focal Person
	4.2 Initiate treatment and observe for any adverse reactions.		10 minutes	
	4.3 Provide remaining medicines with instructions.		5 minutes	
	4.4 Provide health education on Leprosy.		7 minutes	
	4.5 Discharge client.		2 minutes	
TOTAL		None	1 hour and 5 minutes	



11. ISSUANCE OF SANITARY PERMIT

This service caters to all business establishments and facilities offering services to general public in San Ildefonso, Ilocos Sur. Sanitary permit is issued after the actual inspection and compliance to the requirements.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen/Businesses			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out form		Business Permit Licensing Office		
2. Official Receipt for Sanitary Permit		Municipal Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished application form and complete required documents.	1.1 Receive and review submitted documents	None	4 minutes	Amante Revibes Jr.
	1.2 Issue order payment	150.00	1 minute	Sanitary Inspector
2. Pay	2.1 Receive payment and issue official receipt	150.00	2 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II
3. Present OR	3.1 Check the official receipt submitted and schedule for inspection 3.2 Conduct inspection of establishment or facility. 3.4 Evaluate inspection results and submit recommendations to the	150.00	2 minutes 30 minutes 8 minutes	Amante Revibes Jr. Sanitary Inspector Novelyn A. Rafanan, MD



	Municipal Health Officer for approval or disapproval of application.			Municipal Health Officer
4. Receive Sanitary Permit	4.1 If approved issue sanitary permit.	None	5 minutes	Amante Revibes Jr. Sanitary Inspector
1. Be informed on the deficiencies of the establishment/facility	For DISAPPROVED Clients: 1.1 Inform client regarding deficiencies of the establishment/facility and give time to correct them.	None	10 minutes	Amante Revibes Jr. Sanitation Inspector II
2. Comply with the deficiencies/ recommendations and submit appeal for re-inspection	2.1 Receive and verify appeal for re-inspection 2.2 Conduct re-inspection of the establishment/facility. 2.3 Evaluate re-inspection results and submission of recommendations to Municipal Health Officer for approval or disapproval of application.	None	5 days 10 minutes	
3. Receive Sanitary Permit	3.1 If compliant, proceed to issuance of sanitary permit.	None	5 minutes	
TOTAL		Refer to chart	9 days and 50 minutes	

12. NUTRITION COUNSELING

This service is available at the Municipal Health Office and Barangay Health Stations to cater to all residents of San Ildefonso, Ilocos Sur who wish to be advised on nutrition. For severe cases and special needs, patients are referred to MNAO, MHO and to appropriate Facility for proper management. Nutrition counselling also provide mothers of malnourished children as well as pregnant and lactating mothers information on nutrition geared towards improving nutritional status.

Office or Division:	MUNICIPAL HEALTH OFFICE – Municipal Nutrition Action Office (MNAO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to MNAO and state request for counselling.	1.1 Receive client's concern/request for information. 1.2 Register client's name in logbook for documentation.	None	2 minutes 3 minutes	Pureza F. Bajo MNAO
2. Attend nutritional counselling	3.1 Conduct nutritional counselling to client. 3.2 Issue Information Education Campaign materials for reference.	None	8 minutes 1 minute	Pureza F. Bajo MNAO
TOTAL		None	15 minutes	

13. ADOLESCENT HEALTH AND YOUTH DEVELOPMENT PROGRAM

This service caters to adolescents of San Ildefonso, Ilocos Sur (10-19 years of age) in need of preventive and curative clinical services. This also aims to render a safe place where they can avail better adolescent-sensitive services – “LANG-AY TI AGTUTUBO” – An Adolescent Friendly Health Facility – Level II

Office or Division:	MUNICIPAL HEALTH OFFICE		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen (Adolescents)		
Who may avail:	Adolescent residents of San Ildefonso, Ilocos Sur		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Referral slip (optional)		Barangay Health Stations (BHS), DepEd Nurses, Clinic Teachers	
2. HEADSSS Form, PCB Form		Records Room of Lang-Ay ti Agtutubo room	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip (optional from BHS, DepEd nurse, Guidance Counsellor, MSWDO and others)	1.1 Receive referral slip then retrieval or creation of medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II



2. Provide necessary information	2.1 Interview client for history taking.	None	5 minutes	Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. Rln Midwife II
	2.2 Get vital signs and record on the electronic Individual Treatment Record Form (ITR).		3 minutes	
	2.3 Refer client to Municipal Health Officer		2 minutes	
3. Proceed to Adolescent consultation room.	3.1 Verify medical history of client.	None	3 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	3.2 Do physical examination.		10 minutes	
	3.3 Diagnose and discuss treatment plan with client.		2 minutes	
4. Attend counselling	4.1 If needed, conduct adolescent counselling using HEADS and Psychosocial Assessment Form	None	18 minutes	Genesis P. Pisco Nurse II AHDP Coordinator
	4.2 If pertinent findings reveal after AHDP Counselling, refer back to medical consultation room for further assessment and treatment.		2 minutes	
5. Receive medications and listed to home instructions (if there is any)	5.1 Provide medication and home instructions.	None	5 minutes	Genesis Pisco Nurse II AHDP Coordinator
TOTAL		None	55 minutes	

13. SMOKING CESSATION COUNSELING

This service is given to all residents of San Ildefonso, Ilocos Sur and nearby municipalities who wish to be counselled regarding smoking cessation.

Office or Division:	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of San Ildefonso, Ilocos Sur



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS.	1.1 Receive referral slip then retrieve or create of electronic medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
2. Fill out smoking cessation form and provide needed data	2.1 Interview client for history taking.	None	5 minutes	Melody Gonzales, RM Jovelyn T. RIn Midwife II II
	2.2 Get vital signs and record on the electronic Individual Treatment Record Form (ITR).		3 minutes	
	2.3 Refer client to the Municipal Health Officer.		2 minutes	
3. Proceed to medical consultation room.	3.1 Verify medical history of client.	None	5 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	3.2 Do physical examination.		10 minutes	
	3.3 Diagnose and discuss treatment plan with client.		4 minutes	
	3.4 Advise follow up.		1 minute	
4. Attend counselling.	4.1 Conduct smoking cessation counselling.	None	9 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
	4.2 Provide IEC materials.		1 minute	
5. Fill-out survey on electronic satisfaction summary form.	5.1 Receive satisfaction summary form.	None	2 minutes	Melody Gonzales, RM Jovelyn T. RIn Midwife II
TOTAL		None	47 minutes	



14. HIV COUNSELING AND TESTING

This service is given to all residents of San Ildefonso, Ilocos Sur and nearby municipalities who wish to be counselled and tested on HIV.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur and nearby municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional)		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip (if available)	1.1 Receive referral slip then retrieve or create electronic medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I
2. Provide necessary data for history taking.	2.1 Interview client for history taking.	None	5 minutes	Melody Gonzales, RM Jovelyn T. Rln Midwife II
	2.2 Get vital signs and record on the electronic Individual Treatment Record Form (ITR).		3 minutes	
	2.3 Refer client to the Municipal Health Officer		2 minutes	
3. Proceed to medical consultation room/ Social Hygiene Clinic	3.1 Verify medical history of client.	None	7 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	3.2 Do physical examination.		10 minutes	
	3.3 Discuss treatment plan with client.		3 minutes	
4. Attend counselling.	4.1 Conduct HIV counselling	None	15 minutes	Genesis Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I HIV Certified Counsellor
	4.2 Provide IEC materials.		1 minute	
	4.3 Get consent for HIV Testing.		3 minutes	
	4.4 Refer to Medical Technologist/ Facility of choice for actual testing.		1 minute	



				HIV Proficient Medical Technologist
5. Proceed to laboratory room/ laboratory of choice	5.1 Conduct HIV Testing. 5.2 Release official result. 5.3 Refer back to Municipal Health Officer for further assessment and instructions.	None	10 minutes 1 minute 1 minute	HIV Proficient Medical Technologist
6. Fill- out survey on electronic satisfaction summary form.	6.1 Receive electronic satisfaction summary form.	None	3 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I TB DOTS NURSES Melody Gonzales, RM Jovelyn T. Rln Midwife II
TOTAL		None	1 hour and 10 minutes	

15. AMBULANCE SERVICE

This service is given to all residents of San Ildefonso, Ilocos Sur who may be in need of EMERGENCY transportation with skilled health professional. Caters those who are in-patient for transfer to another hospital, accident victims, health emergencies at home in need of first aid and subsequent transport to a health facility.

Office or Division:	MUNICIPAL HEALTH OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents of San Ildefonso, Ilocos Sur
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement or report via phone through the RHU Hotline number - 09351468697	Barangay Captains, Barangay Health Stations (BHS), relatives or any concerned citizen.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about availability of ambulance.	1.1 Receive referral or report 1.2 Refer client to the municipal health officer for assessment of the client's case and/or condition for approval of the request.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II Sunshine T. Riego, RM. RN Nurse I Melody Gonzales, RM Jovelyn T. RIn Midwife II
2. Wait for the staff to retrieve the patient.	2.1 Retrieve the patient from the place provided and instructed by the relatives	None	15 minutes	Philip Purisima Administrative Aide IV Ambulance Driver
3. Receive first aid.	3.1 Provide first aid 3.2 Transfer patient to a health facility	None	5 minutes Transport time is dependent on the distance from the place of origin to the destination.	
4. Fill-out the request form for ambulance use.	4.1 Receive the filled out form and advised the client to proceed to the treasury office for payment or present letter of indigency. 4.2 Issue order of payment	50.00 per kilometer	2 minutes	
5. Pay	5.1 Receive the payment and issue official receipt.	Refer to order of payment	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong Revenue Collection Clerk II



TOTAL	None	32 Minutes to 1 hour	
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16. ANIMAL BITE TREATMENT SERVICES (Referral)

This service caters to residents of San Ildefonso, Ilocos Sur who wish to avail immunization after being bitten by warm-blooded animal, most commonly dog, cat, monkey, etc. Clients are assessed for post exposure management and treatment (i.e., active or passive vaccination).

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (Optional) 2. PhilHealth Number / MDR		Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS (Optional)	1.1 Receive referral slip then retrieve or create of electronic medical record.	None	5 minutes	Genesis P. Pisco, MAN, RN Nurse II
2. Provide necessary data for history taking.	2.1 Interview client for history taking.	None	5 minutes	Sunshine T. Riego, RM. RN Nurse I
	2.2 Get vital signs and record on the electronic Individual Treatment Record Form (ITR).		2 minutes	Melody Gonzales, RM Jovelyn T. RIn Midwife II
	2.3 Refer client to the Physician on Duty.		2 minutes	
3. Proceed to medical consultation room.	3.1 Verify medical history of client.	None	7 minutes	Novelyn A. Rafanan, MD Municipal Health Officer
	3.2 Do physical examination.		10 minutes	
	3.3 Classify client's category.		2 minutes	
	3.4 Refer client to nearest ABTC		1 minute	
4. Proceed to Animal Bite Centre and strictly follow the immunization schedule	None	None		Animal Bite Treatment Center



TOTAL	None	35 minutes	
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17. ISSUANCE OF EXHUMATION PERMIT/TRANSFER OF CADAVER PERMIT

This service caters residents of San Ildefonso, Ilocos Sur who wish to exhume and transfer remains of a deceased individual.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exhumation Permit - Death certificate (Original copy); Body must be buried for 10 years or more		Office of the Municipal Civil Registrar		
Transfer of Cadaver Permit – Death Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements.	1.1 Receive and assess completeness of requirements and advise the client to pay the necessary fees.		4 minutes	Amante R. Revibes Jr Sanitation Inspector II
	Exhumation permit	400.00	1 minute	
	Transfer of Cadaver permit	300.00		
	1.2 Issue order of payment			
2. Proceed to the Treasurer’s Office and pay the corresponding fees.	2.1 Receive the payment and issue official receipt.	Refer to order of Payment	5 minutes	Teresita Rojas Revenue Collection Clerk III Merriam C. Revibes BPLO Designate/ Revenue Collection Clerk III Alvin O. Batuyong



				Revenue Collection Clerk II
3. Present the Official Receipt and claim permit.	3.1 Issue Exhumation Permit or Transfer of Cadaver Permit	None	5 minutes	Amante R. Revibes Jr Sanitation Inspector II
TOTAL		None	15 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. ISSUANCE OF CERTIFIED COPY OF ASSESSMENT RECORD OF REAL PROPERTY AND ALL OTHER RELATIVE TO ITS ASSESSMENT

The Tax Declaration (TD) serves as the municipal permanent record for every real property unit (Land, Building and Machinery) .
A Certified true copy of Tax Declaration and all other records relative to its assessment may be requested from the Municipal Assessor's Office.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE				
Classification:	Simple				
Type of transaction:	G2C - Government to Citizen				
Who may avail:	Property Owner or his authorized representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requesting should be the property owner or his authorized representative. <ul style="list-style-type: none">• Authorization letter/ Special Power of Attorney from the property owner should be notarized			<ul style="list-style-type: none">• Client		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit to the receiving clerk	1.1 Assist clients to fill-out request form		Certifications – *True Copy *Cert. of Landholdings *Cert. of No Improvement *Vicinity Map *Cert. of Latest Tax *Sec. Fee P70.00/RPU Doc. Stamp: P30/RPU	3 minutes	Jonalyn P. Palado Bookbinder II (Receiving Clerk) Noel G. Barcena Administrative Aide IV
	1.2 Issue order of payment				
	1.3 Advise client to pay at Municipal Treasurer Office (MTO)				
	1.4 Forward request to Record/ Assessment /Appraisal Division				
2. Present Official Receipt at Record/			None	25 minutes	Winston A. Palomares



Assessment/Appraisal Division	2.1	Receive request form			Bookbinder II
	2.2	Indicate Official Receipt No. on request Form			Jenifer P. Pisco Local Assessment Operation Officer (LAOO II)
	2.3	Pull out record desired, verify, prepare, recheck requested record			Restituto P. Vilorio Municipal Assessor
	2.4	Indicate official receipt on requested document			
	2.5	Local Assessment Operation Officer (LAOO) II affix signature			
	2.6	Forward to Municipal Assessor for her signature			
	2.7	Municipal Assessor affix signature			
	2.8	Send back request form including requested documents to receiving clerk			
3. Receive requested document and affix signature on logbook	3.1	Request client to receive	None	2 minutes	Jonalyn P. Palado



	requested document by affixing his/her signature on logbook			Bookbinder II
	3.2 Release document requested to client			
	3.3 File request form			
TOTAL		None	31 Minutes	

2. TRANSFERRING OF OWNERSHIP/POSSESSION OF REAL PROPERTY

Property Owner Acquired Real property through Deed of Conveyance (Sale, Donation, Sheriff's Sale) request for this service. Updated Tax Dec. under the name of New Owner is given upon submitting all documents and pay the necessary fees, taxes by the owner.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	G2C - Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. 3 copies Photocopy of Deed of conveyance</div> <div>2. 3 copies Photocopy of Title/Tax Declaration</div> <div>3. 3 copies Photocopy of Certificate Authorizing Registration (CAR)</div> <div>4. Transfer fee / Verification Fee Certification</div> <div>5. Real Property Tax Receipt</div> <div>6. Official Receipt of Sec. Fee</div> <div>7. Certification of Non-Delinquency of Real Property Tax (<i>Municipal Treasurer's Office</i>)</div> <div>• Authorization or Special Power of Attorney (SPA) if client is not the owner/vendor or vendee</div>		<div>• Notary Public Attorney</div> <div>• Land Registration Authority (LRA)</div> <div>• Bureau of Internal Revenue (BIR)</div> <div>• Provincial Treasurer's Office</div> <div>• Municipal Treasurer's Office</div> <div>• Notary Public Attorney</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-out request form and submit to the receiving clerk	1.1 Assist client to fill out request form 1.2 Receive filled up form 1.3 Advise client to be ready of the required documents 1.4 Prepare order of payment and advise client to pay Sec. 1.5 Fee at the treasurer's office. 1.6 Forward request form to Record/Assessment/Appraisal Division	Sec. Fee P70.00 /RPU	3 minutes	Jonalyn P. Palado Bookbinder II
2. Present the required documents	2.1 Inspect Submitted document for completeness and validity 2.2 Pull out records affected by transaction 2.3 Prepare requested documents 2.4 Indicated on FAAS and Tax Declaration the CAR No./Official Receipt No. of Transfer Fee/Doc No. /Page No. /Book No. /Year of Notarization /Name of Notary Public 2.5 Local Assessment Operation Officer		40 minutes	Winston A. Palomares Bookbinder II Jenifer P. Pisco Local Assessment Operation Officer II Restituto P. Vilorio Municipal Assessor



	(LAOO) II Affix signature 2.6 Municipal Assessor affix signature 2.7 Recommend the approval of the requested document to the Provincial Assessor a. Send back request form including requested documents to the receiving clerk.			
3. Receive requested documents	2.1 Request client to receive requested document by affixing his/her signature on logbook 2.2 Release document requested by client and advice to proceed to the office of the Provincial Assessor for the approval of the requested document 2.3 File request form		2 minutes	Jonalyn P. Palado Bookbinder II
TOTAL		None	45 Minutes	



3. ISSUANCE OF NEW ASSESSMENTS ON REAL PROPERTY TAX DECLARATION DUE TO RECLASSIFICATION INITIATED BY TAXPAYER/LANDOWNER.

Property Owner Acquired Real property through Deed of Conveyance (Sale, Donation, Sheriff's Sale) request for this service. Updated Tax Dec. under the name of New Owner is given upon submitting all documents and pay the necessary fees, taxes by the owner.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	G2C - Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Letter Request• Zoning Certificate• Tax Declaration• Official Receipt of Tax Declaration/ Sec. Fee		<ul style="list-style-type: none">• Client• Municipal Planning Development Office• Municipal Assessor's Office• Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit to the receiving clerk	1.1 Assist client to fill-out request form 1.2 Receive filled out form 1.3 Advise client to pay Inspection Fee at treasurer's office 1.4 Ask owner's letter request for reclassification (if requester is not the owner of the land, require client to present authorization from the owner) 1.5 Forward request to Record Assessment. Appraisal Division	Sec. Fee P70.00/RPU True copy of Tax Dec. P70.00/RPU Doc. Stamp: P30/RPU	3 minutes	Jonalyn P. Palado Bookbinder II (Receiving Clerk)



2. Present Tax Declaration	<p>1.1 Ask for copy of tax declaration of the land subject of request</p> <p>1.2 Pull out record affected</p> <p>1.3 Verify ownership</p> <p>1.4 Conduct ocular inspection and record findings of Field Appraisal and Assessment Sheet (FAAS)</p> <p>1.5 Go back to the office for completion of FAAS</p> <p>1.6 Prepare tax declaration of the new assessment record</p> <p>1.7 Recommend approval of the requested document to the Provincial Assessor</p> <p>1.8 Send back request form including requested documents to the receiving clerk</p>	None	80 minutes	<p>Winston Palomares Bookbinder II</p> <p>Noel G. Barcena Administrative Aide IV</p> <p>Jenifer P. Pisco LAOO II</p> <p>Restituto P. Vilorio Municipal Assessor</p>
3. Receive documents with the Municipal Assessor's inspection report and affix signature on logbook	<p>Request client to receive requested document by Affixing his/her signature on logbook</p> <p>Release document requested by client and advice to proceed to the office of the Provincial Assessor for the</p>	None	2 minutes	<p>Jonalyn P. Palado Bookbinder II (Receiving Clerk)</p>



	approval of the requested document File request form			
TOTAL		None	85 Minutes	

4. ISSUANCE OF NEW ASSESSMENTS ON REAL PROPERTY TAX DECLARATION DUE TO SUBDIVISION/CONSOLIDATION OF OWNERSHIP.

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	G2C - Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies Photocopy of Deed of conveyance 2. 3 copies Photocopy of Title/Tax Declaration 3. 3 copies Photocopy of Certificate Authorizing Registration (CAR) 4. Transfer Fee Certification (Provincial Treasurers Office) 5. Official Receipt of Sec. Fee 6. Non delinquency of Real Property Tax Certification (Municipal Treasurers Office) 7. 3 copies of Photocopy of Approved consolidated/ subdivision plan		<ul style="list-style-type: none"> • Notary Public Attorney • Land Registration Authority (LRA) • Bureau of Internal Revenue (BIR) • Provincial Treasurer's Office • Municipal Treasurer's Office • Department of Environment and Natural Resources (DENR) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit to the receiving clerk	1.1 Assist client to fill-out request form 1.2 Receive filled out form 1.3 Advise client to be ready of the required documents 1.4 Advise client to pay Inspection Fee at MTO	Sec. Fee P70.00 /RPU	3 minutes	Jonalyn P. Palado Bookbinder II (Receiving clerk)



	1.5	Forward request form to Record/Assessment/Appraisal Division			
2. Present Required documents	2.1	Receive request form			Winston A. Palomares Bookbinder II
	2.2	Inspect submitted documents for completeness and validity			
	2.3	Pull out records affected by transaction		40 minutes	Jenifer P. Pisco LAOO II
	2.4	Reflect subdivision/consolidation on section map/base map			Restituto P. Vilorio Municipal Assessor
	2.5	Prepare requested documents Indicate on FAAS & Tax Declaration the CAR No./Official Receipt No. of transfer Fee/Doc No./Page No./Book No./Year of Notarization/Name of Notary Public			
3. Receive documents with the with the supporting documents and	3.1	Require client to receive requested document by		2 minutes	Jonalyn P. Palado



affix signature on logbook	3.2 affixing his/her signature on logbook Release document requested by client and advise to proceed to the office of the Provincial Assessor for the approval of the same			Bookbinder II (Receiving Clerk)
3.3 File request form				
TOTAL		None	45 Minutes	

5. ISSUANCE OF NEW ASSESSMENTS ON REAL PROPERTY TAX DECLARATION DUE TO IMPROVEMENT

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	G2C - Government to Citizen			
Who may avail:	Property Owner or his authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax declaration 2. Approved building plan, 3. Building permit, 4. Certificate of completion, 5. Certificate of occupancy 6. Permit, or sworn statement of the market value of the property			• Municipal Assessor • Municipal Engineer • Municipal Assessor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out request form and submit to the receiving clerk	1.1 Assist client to fill-out request form 1.2 Receive filled-out form 1.3 Advise client to be ready of	Sec. Fee P70.00 /RPU True copy	3 minutes	Jonalyn P. Palado Bookbinder II (Receiving clerk)



	the required documents 1.4 Forward request form to Record/Assessment/Appraisal Division	of Tax Dec. P70.00 /RPU Doc. Stamp: P30/RPU		
2. Present Required documents	2.1 Ask for copy of tax declaration of the land where improvement is erected 2.2 Pull out records affected by transaction 2.3 Require client to present approved building plan and building permit and/or certificate of completion or certificate of occupancy permit or in the absence, Sworn Statement of the market value of the property 2.4 Conduct ocular inspection and record findings on Field Appraisal and Assessment Sheet (FAAS) 2.5 Appraised the log/improvement as per actual as built plan 2.6 Establish ownership of		80 minutes	Winston A. Palomares Bookbinder II Noel G. Barcena Administrative Aide IV Jenifer P. Pisco LAOO II Restituto P. Vilaria Municipal Assessor



	<p>the new improvement</p> <p>2.7 Go back office for completion of FAAS</p> <p>2.8 Prepare tax declaration</p> <p>2.9 LAOO II affix signature</p> <p>2.10 Forward to Municipal Assessor for his signature</p> <p>2.11 Recommend the approval of the requested document to the Provincial Assessor</p> <p>2.12 Send back request form including requested documents to the receiving clerk</p>			
<p>3. Receive requested documents with the supporting documents and affix signature on logbook</p>	<p>1.1 Require client to receive requested document by affixing his/her signature on logbook</p> <p>1.2 Release document requested by client and advise to proceed to the office of the Provincial Assessor for the approval of the same</p> <p>1.3 File request form</p>		<p>2 minutes</p>	<p>Jonalyn P. Palado Bookbinder II (Receiving Clerk)</p>
TOTAL		None	85 Minutes	



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MUNICIPAL ACCOUNTING OFFICE

External and Internal Services



1. ISSUANCE OF ACCOUNTANT'S CHECK ADVICE FOR MUNICIPAL CHECK DISBURSMENTS

The accountant's check advice is a document issued to inform the authorized depository bank of the local government unit of the issuance of a payment having the certain check number, date of issue and amount of the check.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G – Government to Client/Government to Business/Government to Government			
Who may avail:	Creditors/ Suppliers/ Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher		Office of the Mayor		
Signed Check		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1.1 Check completeness of documents submitted.	NONE	5 minutes	Gladys Joy Soliven- Ugale, CPA, CMA Municipal Accountant
	1.2 Record disbursement voucher in Journal.		10 minutes	
	1.3 Generate BIR Form 2306 and 2307 if applicable		3 Minutes	
	1.4 Prepare Accountant's check advice		4 minutes	
	1.5 Sign Accountant's check advice and BIR Form.		2 minutes	
2. Receive the Accountant's check advice.	2.1 Issue the Accountant's check advice.	None	2 minutes	
TOTAL		None	29 minutes	

2. ISSUANCE OF REPORT OF DISBURSEMENT (ROD) FOR TRUST FUND PROJECTS

A statement showing the amount received and disbursements incurred for a particular project funded by the national government. It is submitted either monthly, quarterly or yearly depending on the reportorial requirements of the source agency.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Funding national government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Agency concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the request letter	1.1 Prepare needed report and its supporting documents	None	20 minutes	Gladys Joy Soliven- Ugale, CPA, CMA



	1.2 Route ROD to other signatories; Municipal Treasurer, Municipal Planning Development Officer, Municipal Budget and Municipal Mayor.		20 minutes	Municipal Accountant Elizabeth Ramos Municipal Treasurer Arch. Ryan Jay Pecho MPDO Zenaida G. Ricod Municipal Budget Officer Christian Daniel A. Purisima Mayor
2. Receive document (ROD) and sign in the releasing logbook.	2.1 Release document (ROD) to client.	None	2 minutes	Gladys Joy Soliven- Ugale, CPA, CMA Municipal Accountant
TOTAL		None	42 minutes	



LOCAL YOUTH DEVELOPMENT OFFICE

EXTERNAL SERVICES



1. REGISTRATION OF YOUTH ORGANIZATIONS (YOs) AND YOUTH SERVING ORGANIZATIONS (YSOs)

All Youth and Youth-Serving Organizations may register to the Municipal Youth Development Office (co-located at the Municipal Treasury Office) and be assisted for the registration to the National Youth Commission's Youth Organization Registration Program.

Office or Division:	Municipal Youth Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Organizations			
Who may avail:	Residents of San Ildefonso, Ilocos Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Youth Organization Profile Form		Municipal Youth Development Office		
Directory of Officers and Advisers (Hard and Soft (in excel file)		Organized and registered group		
List of members in good standing (Hard and Soft (in excel file)		Organized and registered group		
Copy of constitution and by-laws		Organized and registered group		
Endorsement/Certification from appropriate authority				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON SITE REGISTRATION				
5. Sign in the logbook & submit all requirements.	1.1. Receive and review the requirements if complete and duly signed.	None	5 minutes	Rica Joy P. Quilon Administrative Aide IV /Designate LYDO
	1.2. Process the certification		10 minutes	
	a. Register to the Youth Organization Database		10 minutes	
	b. Encode certification		2 minutes	
	1.3 Sign the Certification			Cristel Louise DP Tremor PPSK President
				Christian Daniel Purisima Mayor
6. Receive the Certificate of Registration	2.1.Record, and release the certificate of registration	None	3 minutes	Rica Joy P. Quilon Administrative Aide IV /Designate LYDO



	TOTAL	NONE	30 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE REGISTRATION				
1. Submit requirements via email	1.1 Receive and acknowledge receipt of email 1.2 Check requirements if complete and duly signed. 1.2. Process the certification a. Register to the Youth Organization Database b. Encode certification 1.3 Sign the Certification		1 minute 5 minutes 10 minutes 10 minutes 2 minutes	Rica Joy P. Quilon Administrative Aide IV /Designate LYDO Cristel Louise DP Tremor PPSK President Christian Daniel Purisima Mayor
2. Receive the Certificate of Registration via email	2.1.Record, and release the certificate of registration via email	None	2 minutes	Rica Joy P. Quilon Administrative Aide IV /Designate LYDO
TOTAL		NONE	30 minutes	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the client feedback form and drop it in the designated Comment and Suggestion Box located at the Public Assistance and Complaint Desk. <ul style="list-style-type: none">• Message feedback at the LGU San Ildefonso Facebook Page (https://www.facebook.com/LGUsanildefonsoilocosur)



How feedback is processed	<ul style="list-style-type: none">• The assigned Officer of the Day opens the drop box and compiles and records all feedback submitted to Human Resource Management Office (MHRMO) every week.• Positive and negative feedbacks will be forwarded to concerned office/personnel. For negative feedbacks, the concerned office/personnel will be required to explain in written addressed to HRMO within 72 hours upon receipt hereof.• The explanation of the office/personnel will then be relayed to the client.• For inquiries and follow-ups, clients may contact the HRMO• For feedbacks posted at the Facebook page (LGU San Ildefonso), it will be forwarded to concerned office/personnel and will reply the soonest.
How to file a complaint	<ul style="list-style-type: none">• Fill-up the client Complaint Form located at the Public Assistance and Complaint Desk. Submit the form to the officer of the day for proper recording.• Complaints may be also filed via telephone and social media at LGU San Ildefonso Facebook Page. Make sure to provide the following information:<ul style="list-style-type: none">- Name of complainant, contact number and date of complaint- Name of the person/office being complained- Incident- Evidence• For inquiries and follow-ups, clients may send a message the LGU San Ildefonso Facebook Page (https://www.facebook.com/LGUsanildefonsoilocossur)
How complaints are processed	<ul style="list-style-type: none">• The Human Resource and Management Officer evaluates submitted complaints.• Upon evaluation, the HRMO shall start the investigation and forward the complaint to the relevant office for their explanation.• The HRMO will create a report and will be submitted to the Local Chief Executive for appropriate action.• The HRMO will give feedback to the client for the action taken.• For inquiries and follow-ups, clients can message the LGU San Ildefonso Facebook Page (https://www.facebook.com/LGUsanildefonsoilocossur)



Contact Information of ARTA, PCC, CCB	A R T A: complaints@arta.gov.ph PCC CCB: 80898088 -881-6565 (SMS)
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V. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT NUMBER
MAYOR'S OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0936 959 6442
MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0917-118-0364
MUNICIPAL BUDGET OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0917 693 6168
HUMAN RESOURCES MANAGEMENT OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0917 693 6168
OFFICE OF THE MUNICIPAL CIVIL REGISTRAR	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0917-155-1962
MUNICIPAL AGRICULTURE OFFICE	Municipal Stage, San Ildefonso, Ilocos Sur	0917 500 5207
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0916 223 9330
SANGGUNIANG BAYAN OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0917 701 6651
GENERAL SERVICE OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0927 879 6916
MUNICIPAL TREASURER'S OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0977 811 3780
MUNICIPAL ENGINEERING OFFICE	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0977-815-0319
OFFICE OF THE BUILDING OFFICIAL	1 st Floor, Municipal Hall, San Ildefonso, Ilocos Sur	0977-815-0319
OFFICE OF THE PUBLIC EMPLOYMENT SERVICE	Rural Health Unit, Pob. East, San Ildefonso, Ilocos sur	09988407130
OFFICE OF THE MUNICIPAL HEALTH OFFICER	Rural Health Unit, Pob. East, San Ildefonso, Ilocos sur	0935 146 8697
OFFICE OF THE MUNICIPAL HEALTH OFFICER		